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APPLY NOW

Online Digital Chat Support – No Prior Experience Required – \$25–\$35/hr – Work from Anywhere, No College Degree Needed

Description

Position Summary

A globally distributed customer support agency is hiring Remote Live Chat Support Specialists for a leading digital tools provider. This fully remote, entry-level role pays \$25 to \$35 per hour and is open to candidates with no prior experience or formal education. All communication with customers is handled via chat and email only—no phone calls. If you're looking for a flexible work-from-anywhere job with paid training and real career advancement, this is your opportunity to start strong in remote customer support.

Client Background & Job Role

The client is a fast-growing SaaS company offering productivity and digital workspace tools to freelancers, students, and small businesses. As a Live Chat Support Specialist, you'll respond to customer questions via real-time chat and follow up on support tickets through email. You'll help customers navigate features, manage subscriptions, and troubleshoot basic issues, all while maintaining a friendly, efficient, and helpful tone. You'll work within browser-based tools and communication platforms like Slack and HelpScout.

Core Responsibilities

- **Live Chat Conversations:** Manage real-time support chats from users needing assistance with login issues, product setup, or subscription management.
- **Email Ticket Handling:** Answer support requests via email for customers in different time zones or with non-urgent issues.
- **Use Internal Templates & Help Docs:** Reference saved replies, internal articles, and documentation to provide fast, consistent, and accurate responses.
- **Customer Issue Tagging:** Assign appropriate categories to every conversation and log accurate notes to ensure continuity and tracking.
- **Escalate as Needed:** Route tickets to engineering or billing teams when issues exceed support scope, with full documentation included.
- **Monitor Updates:** Stay informed about ongoing bug reports, platform updates, and changes to saved replies.
- **Team Communication:** Collaborate with team leads and peers via Slack for handoff updates, problem-solving, or feedback.
- **Contribute to Process Improvement:** Suggest updates to help docs or reply templates when you notice recurring support gaps.
- **Meet Daily Metrics:** Maintain performance goals related to resolution

Hiring organization

Remote Chat Support Customer Service Jobs

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

speed, customer satisfaction (CSAT), and ticket accuracy.

Your Daily Workflow

Start of Shift

Log into the chat and ticket dashboard. Read shift handoff messages and scan any new product or support updates. Tackle queued emails first, then begin taking live chat tickets.

Midday Volume

This is the busiest time for chat. Expect to manage multiple active chats, using saved responses and help docs to resolve issues quickly. Use Slack for internal support or escalation help as needed.

End of Shift

Close all active chats, tag unresolved tickets for follow-up, and leave clear notes for the next shift. Update your team thread with any feedback or flagged issues.

Who Should Apply

- Strong written English skills
- Typing speed of 40+ WPM
- No college degree or previous experience required
- Own a laptop/desktop and stable internet connection
- Available for 20–40 hours/week, with flexible shift options
- Able to focus in a remote work environment
- Friendly, professional writing style
- Responsive to feedback and coaching
- Organized and self-disciplined

How to Excel in This Role

Writing & Typing Fluency

Your primary job is communication. Use Grammarly to catch errors and TypingClub to maintain speed and clarity.

Know the Product

Read documentation, FAQs, and saved replies during training. Confidence comes from preparation, and better answers lead to faster resolutions.

Human-Friendly Tone

Don't sound robotic. Say "Let me take care of that for you" instead of "Issue resolved." Personal touch matters.

Manage Live Workloads Effectively

Use browser tabs wisely, pin your most-used docs, and pace your responses to avoid burnout.

Maintain Focus

Work in a quiet space, plan your shift hours, and track your goals daily. Remote productivity is a learnable skill.

Leverage Feedback

You'll receive QA reports. Use them to refine your message tone, accuracy, and chat flow.

Your Hiring Process

Step 1 – Online Application

Submit your resume and complete a short availability and tech readiness form.

Base Salary

\$ 25 - \$ 35

Date posted

June 20, 2025

Valid through

01.01.2029

Step 2 – Typing & Writing Assessment

Complete a WPM test and provide short written responses to customer scenarios.

Step 3 – Chat Simulation or Async Interview

Demonstrate your skills in a text-based conversation with QA or a chatbot simulation.

Step 4 – Paid Training

Attend a fully remote training series over 5 days. Learn tools, ticket processes, saved reply systems, and tone best practices.

Step 5 – Trial Shifts

Work 2–3 shifts with real tickets and receive live support and structured feedback.

Step 6 – Assignment & Onboarding

Once approved, receive your ongoing schedule, join team channels, and begin your support journey.

Remote Team Culture

The client's support team operates across time zones with an async-first culture. Slack is the primary tool for updates, handoffs, and coaching. There are no meetings unless needed—everything is documented, and all feedback is trackable. Top performers are recognized through digital awards, shoutouts, and internal promotions into QA, documentation, or team lead roles.

Perks and Benefits

- Paid remote training
- Global work eligibility
- No phone calls—chat and email only
- Flexible schedule
- Home office setup support
- Monthly performance bonuses
- Team raffles, shoutouts, and contests
- Career growth into QA and coaching roles
- Learning stipend for approved courses

Why You'll Love This Job

This is one of the rare remote jobs that offers true flexibility and high hourly pay—without asking for prior experience or a degree. You'll receive full training, support, and real responsibility from the very beginning. Whether you're looking for a full-time online job or flexible supplemental income, this chat support role lets you earn from anywhere with clear growth paths and built-in stability.

Common Questions

Do I need experience?

No. Training is included and this is designed for first-time remote workers.

Will I be making phone calls?

No. All customer interaction is via chat and email.

Is this open worldwide?

Yes. As long as you meet equipment and English proficiency standards, you can apply globally.

What kind of hours are available?

Shifts are flexible and include daytime, evening, and weekend blocks. You'll select

your availability during onboarding.

How long before I start?

Most applicants begin paid training within 7–10 business days.

Ready to Apply?

Click “Apply Now” to upload your resume and complete the short assessment. With no experience or degree required, this fully remote, flexible chat support position is one of the best ways to start earning from home. Apply today while spots are open.

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