

APPLY NOW

Remote Night Shift Chat Support – No Experience Needed | Work from Home Worldwide

Description

Position Summary

A fast-growing subscription services platform is hiring for night shift remote chat support roles. This is an ideal opportunity for candidates seeking remote night jobs with no experience required and no college degree necessary. You'll provide customer service through live chat and email—no phone calls, cold outreach, or sales involved. These positions offer hourly pay from \$25 to \$35, paid training, and consistent work-from-home schedules during nighttime hours.

Whether you're a night owl, student, caretaker, or simply prefer working late, this role offers the flexibility to build a remote customer service career on your own time—regardless of your background.

About the Client

Our client is an international wellness and lifestyle brand with thousands of subscribers across North America, Europe, and Asia-Pacific. With customers located in multiple time zones, their customer service operations run 24/7. To maintain excellent support, they are building out their night shift team with professional yet entry-level chat support agents who can maintain service standards during off-hours. The company embraces a remote-first culture and promotes internal growth for those who perform well in their roles.

Key Responsibilities

Live Chat Coverage During Nighttime Hours

- Handle incoming live chats from customers between the hours of 8:00 PM and 8:00 AM (based on your local time zone).
- Provide friendly, fast, and effective responses for issues such as subscription changes, order tracking, refund inquiries, or troubleshooting account access.
- Maintain tone consistency across customer interactions using provided style guides and brand messaging principles.

Email and Ticket Management

- Clear your assigned email queue during the shift by responding to lower-priority tickets and unresolved conversations.
- Organize, label, and escalate emails that need additional follow-up from senior staff.
- Use templates where appropriate, while adding personalization and human clarity to responses.

Hiring organization

Remote Job Recruiting

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

Incident Monitoring and Reporting

- Report any technical issues (site downtime, payment failures) to the internal overnight support lead.
- Document anomalies in your shift report and alert day shift teams for follow-up.

Base Salary

\$ 25 - \$ 35

Date posted

May 30, 2025

Valid through

01.01.2029

Use of Internal Systems

- Manage support tickets and conversations through Zendesk, Intercom, or similar platforms.
- Log notes and actions clearly for each case to ensure continuity and team visibility.

Overnight Shift Breakdown

Beginning of Shift (8:00 PM–10:00 PM)

- Log in to internal tools and review handover notes from the day shift.
- Prioritize outstanding tickets from the previous shift, clear urgent items, and prepare your dashboard.
- Begin handling new live chats as they come in.

Midnight Activity (12:00 AM–4:00 AM)

- Engage in multiple concurrent chats, review customer account histories, and resolve common inquiries using macros and documentation.
- Complete internal knowledge refreshers or system training modules when chat volume slows.
- Participate in asynchronous team conversations or contribute to feedback forums.

Closing Hours (4:00 AM–8:00 AM)

- Respond to global customer questions as other time zones begin to come online.
- Submit your shift report, flagging urgent issues and summarizing customer sentiment trends.
- Prepare transition notes for the incoming morning team.

Minimum Requirements

No Degree Required

- Applicants only need a high school diploma or GED equivalent. All learning is provided on the job.

No Prior Work Experience Needed

- Whether you're changing careers, just entering the workforce, or returning after a break, you're eligible. You'll receive full training and mentorship.

Typing Speed and Accuracy

- At least 40 words per minute recommended. You'll be evaluated with a short online typing test during the application.

Strong Written English Communication

- You must be comfortable writing clearly and concisely in English, as all customer interactions happen in writing.

Tech Readiness

- Access to a stable internet connection, laptop or desktop with Google Chrome browser, and a quiet place to work during the night.

Time Zone Compatibility

- You must be available for consistent work between 8:00 PM and 8:00 AM in your local time zone, with preference given to those who can work weekends or holidays.

Coaching for Remote Night Shift Success

Optimize Your Sleep-Wake Schedule

- Create a reversed daily routine and maintain consistent hours. Use blackout curtains and sleep hygiene tips to get restful daytime sleep.

Build Mental Endurance

- Use timed focus sprints, hydration, and short standing breaks to stay alert during overnight hours.

Use Night Shift-Specific Tools

- Reduce eye strain using “night mode” on your devices and consider blue-light filtering glasses for extended screen use.

Lean on Your Team

- Join overnight Slack groups or forums to troubleshoot issues and share success strategies.

Grow Your Skills

- Complete weekly mini-courses in topics like CX etiquette, emotional intelligence, and chat productivity to stay sharp and improve your metrics.

Perks and Alternative Benefits

Global Remote Access

- Applicants from any country may apply. You'll work based on your local nighttime hours.

Completely Phone-Free Role

- No voice calls, cold calls, or video chats required—100% written support only.

Paid Virtual Training

- New agents complete a week-long onboarding program that includes shadowing sessions, simulated chats, and real-time feedback.

Flexible Weekly Schedule

- You'll pick your preferred time blocks and can scale up or down weekly.

Recognition and Incentives

- Win monthly recognition awards for high CSAT ratings, low resolution time, and internal collaboration.

Career Advancement Track

- Proven performers are promoted to quality assurance, coaching, or knowledge base management roles within 3–6 months.

Wellness Reimbursement

- Monthly stipend available for blue-light glasses, ergonomic desk tools, or mindfulness apps.

Frequently Asked Questions

Is this a voice-based customer service role?

No. This is a 100% chat and email-based position. You won't be required to use the phone at any point.

What time zone do I need to be in to apply?

The client hires globally. Your night shift schedule will align with your own local nighttime hours.

How long is the onboarding period?

Onboarding takes 7 days and includes self-paced video lessons, live trainer sessions, and hands-on chat practice.

Are there any software requirements?

You only need Google Chrome, Zoom (for training), and the ability to use browser-based tools like Zendesk or Intercom.

Can I apply without previous night shift experience?

Yes. Many of our top performers had never worked nights before starting this job. Full training is included.

How soon can I start?

Qualified applicants can start training within 5–10 business days of applying.

Is there room to grow within the company?

Yes. Team leads, chat mentors, and even junior product support roles are often filled from within the support team.

How to Apply

To apply, submit your resume and complete a brief written test and typing speed assessment. A recruiter will review your submission and invite you to a short virtual interview. Upon selection, you'll begin onboarding the following Monday.

Why This Job is Perfect for Night Owls and Remote Work Seekers

If you're searching for remote night jobs that don't require prior experience or a college degree, this is your ideal gateway to consistent, well-paid work from home. With full support, structured growth, and 100% chat-based communication, this role is designed for self-starters who prefer to work after dark. Whether you're balancing another commitment during the day or simply function best at night, this flexible opportunity allows you to build skills, earn income, and contribute meaningfully—without ever leaving home.

Apply now and become part of a global remote support team thriving after hours.



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