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APPLY NOW

Remote Non-Phone Support Specialist | \$25-\$35/hr | Work-from-Home Role – No Phone Required

Description

Job Title: Non-Phone Support Specialist

Compensation: \$25-\$35/hour

Location: Work from Anywhere – Fully Remote

Schedule: Flexible (15-30 hours/week)

Experience Required: None

Education Required: No degree required

Position Overview

Our client, a global digital services provider, is expanding its remote support team and seeking Non-Phone Support Specialists to handle written-only support tasks. If you're searching for "non phone remote jobs," this role offers legitimate, entry-level remote work without ever answering a call. You'll help maintain customer satisfaction by resolving tickets, updating knowledge bases, and organizing internal content—all via chat, email, or dashboard tools.

What You'll Be Doing

You'll log into a secure ticketing platform during your scheduled shift and work through a queue of written requests, using built-in templates and SOPs to guide your responses.

Key responsibilities:

- Respond to customer inquiries via chat and email using approved scripts
- Troubleshoot account and order questions by following step-by-step guides
- Update help articles, FAQs, and internal documentation for accuracy
- Tag, categorize, and archive support cases in shared systems
- Escalate complex or sensitive issues to senior teams
- Track and report your daily performance metrics

Who Should Apply

- Candidates who prefer text-based support over phone calls
- Detail-oriented individuals comfortable with written communication
- Remote job seekers looking for structured, non-phone roles
- Beginners eager to learn support tools like Zendesk or Freshdesk
- Professionals who value flexibility and a calm, focused workflow

Minimum Requirements:

- Laptop or desktop computer
- Reliable internet connection (10 Mbps minimum)
- Typing speed of 40 WPM or higher
- Strong written English skills

Hiring organization

Work From Home Customer Service
Jobs No Experience Needed

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

- Availability for 15–30 hours/week during set shift blocks
- Ability to follow detailed SOPs and maintain quality standards

Pay & Perks:

- \$25–\$35/hour based on accuracy and response speed
- Paid onboarding and tool training
- Weekly or biweekly payouts via PayPal, Wise, or direct deposit
- Fully remote, asynchronous work—no calls, no video meetings
- Flexible shift selection—including evenings and weekends
- Pathway to QA specialist or documentation lead roles after 30–60 days

A Typical Day

You begin at 9 AM, open your chat and email queues, and handle 20 written support tickets, resolving issues with order updates, password resets, and general FAQs. You then spend 30 minutes updating three help-center articles for clarity before logging your end-of-shift metrics and signing off.

Testimonials

“I love the focus—no phone, no stress. I can really dive into each ticket and make sure it’s done right.” – Priya K., India

“This role gave me a way into support without the pressure of calls. The training was thorough and the pay is solid.” – Marcus T., Canada

FAQs

Q: Will I ever need to take a phone call?

A: No. This position is 100% written communication.

Q: Do I need prior support experience?

A: No. We provide complete training on all tools and processes.

Q: Can I choose my shift times?

A: Yes. You’ll select available blocks during onboarding.

Q: Is this open globally?

A: Yes. Applicants from any country are welcome as long as they meet the requirements.

Apply Now

If you’re ready to join a remote support team—no phone required—and earn \$25–\$35/hr doing meaningful written work, click the Apply Now button to begin. Onboarding starts weekly and positions fill quickly.



Disclosure

Disclaimer: Please note that RemoteJobRecruiting.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Marketing Disclosure: This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

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