

**APPLY NOW**

## Online Support Specialist – Remote – No Calls Required – \$25-\$35/hr

### Description

**Job Title:** Online Support Specialist – Remote Position  
**Compensation:** \$25–\$35 per hour, paid weekly  
**Location:** Fully Remote – Worldwide openings available  
**Schedule:** Flexible 4–8 hour shifts, 15–40 hrs/week  
**Experience Required:** None – entry-level friendly  
**Education Required:** No degree required

### About the Company

A global SaaS company delivering tools for creators, educators, and small businesses is hiring for **remote online support specialist jobs** to strengthen its customer experience team. These positions are entirely remote, built around written communication (live chat + email), and designed for people who want structured, hourly remote work without the need for phones or video calls.

As a support specialist, you'll help users navigate product features, resolve account issues, and access resources—entirely through an intuitive browser-based platform.

### Your Responsibilities

- Provide real-time support via live chat and handle incoming email tickets
- Help customers with account access, billing, login issues, feature navigation, and basic troubleshooting
- Use pre-written responses, saved macros, and help center content
- Tag and summarize each support interaction for internal tracking
- Escalate advanced tech issues to Tier 2 teams when appropriate
- Maintain a clear, helpful tone in all written communication

### Why This Job is a Great Fit for Remote Support Specialists

You're searching for **remote online support specialist jobs** because you want:

- Flexible work-from-anywhere hours
- Zero phone calls, cold outreach, or live meetings
- A stable hourly income with room to grow
- A role that values problem-solving and writing, not just your voice

You'll be trained on every aspect of the platform—so even if you're new to tech, you'll be set up to succeed.

### Required Tools & Skills

- A desktop or laptop computer (Mac/PC)
- High-speed internet connection (10 Mbps+)

### Hiring organization

Remote Jobs No Degree Required

### 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

- Typing speed of 45+ WPM
- Written English proficiency with proper grammar and tone control
- Ability to follow support playbooks and SOPs

### Pay & Scheduling

Starting rate: \$25/hr

Advancement to \$30-\$35/hr available after 30 shifts and positive performance reviews

You'll schedule shifts weekly using a self-service dashboard. Time blocks available across all time zones—including mornings, evenings, and weekends.

### Training Timeline

- 2.5 hours of onboarding modules
- Practice chats and email exercises
- One monitored shift with live QA
- Go live within 3-5 days of being accepted

### Example Day in the Role

Your shift runs from 1 PM-6 PM. A customer can't connect their app account—you walk them through a reset. Another needs a feature explained—you send them a demo link and helpful resources. A third user reports a bug—you gather the info and send it to Tier 2. You resolve 18 conversations by the end of your shift—efficient, organized, and entirely through messaging.

### What Real Support Specialists Say

"This role fits my brain. I love helping people and explaining things clearly, and this lets me do that without pressure or small talk." - *Dan L., Chicago, IL*

"I started with zero support background, and now I've got real experience working for a global software company—no phone required." - *Rhea K., Melbourne, AU*

### FAQs

#### Is this a tech support job?

Light tech support—mostly guidance, walkthroughs, and minor troubleshooting. Complex issues go to Tier 2.

#### Do I need prior experience?

Nope. Training and tools are provided.

#### Do I ever need to use the phone?

Never. This is 100% chat and email.

### Apply Now – Get Paid to Help Without Talking

Click the Apply Now button to start one of the most practical and flexible **remote online support specialist jobs** available. Training starts this week. Weekly pay. No phones. Just real support work from your laptop.



### Disclosure

### Base Salary

\$ 25 - \$ 35

### Date posted

April 29, 2026

### Valid through

01.01.2029

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