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APPLY NOW

Online Writing Roles | Chat Support Focus |
\$25-\$35/hr | Fully Online Entry Friendly

Description

Job Title: Live Chat & Content Messaging Agent (Remote Writing-Focused Support)

Compensation: \$25-\$35/hour

Location: Work Remotely – Open to Global Candidates

Schedule: Flexible Shifts (15-40 hrs/week)

Experience Required: None

Education Required: No degree necessary

Position Overview

A U.S.-based publisher of online self-help and business education programs is hiring for **Remote Writing Jobs** with a customer-focused twist—live chat support. This isn't a traditional content writing role, but rather a hybrid position where your communication skills are your biggest asset.

You'll be engaging with customers via written live chat—helping them navigate offers, access downloads, and ask clarifying questions about program material. Because the company's product is content, your ability to communicate clearly in writing is just as important as the technical support you provide.

Key Responsibilities

You'll use structured messaging tools to help users understand what they're purchasing and how to access it.

Daily Tasks May Include:

- Responding to live chat messages from customers needing help with eBooks, templates, or courses
- Clarifying differences between content packages, upsells, or bonus material
- Helping users download PDFs or reset login credentials
- Using prewritten message frameworks and inserting personalization where appropriate
- Flagging common user confusion to the editorial/content team
- Logging key customer phrases or feedback for future copy optimization

Why Writers Love This Role

- You're seeking **remote writing jobs** where your clarity, tone, and word choice

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

matter

- You want a job that values good writing—but pays by the hour, not the project
- You'd rather message customers than pitch clients
- You want flexibility in your schedule and real-time impact from your words
- You're ready to build experience in customer-focused writing while working from home

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Ideal Candidate Traits

- You write clearly and with empathy
- You enjoy translating ideas into helpful explanations
- You can adapt tone between casual, confident, and instructional
- You want a structured, non-sales writing role with consistent pay
- You prefer live written communication over social posting or blog writing

Tools & Technical Setup

This position is handled entirely through browser-based systems and messaging tools.

You'll Need:

- Laptop or desktop computer (no mobile access permitted)
- Reliable internet connection (15 Mbps minimum)
- Typing proficiency of at least 45 WPM
- Strong English writing skills and command of grammar
- Availability for three or more 4-hour shifts per week

Compensation & Schedule Structure

- **Hourly Rate:** \$25-\$35/hour depending on language precision and customer satisfaction
- **Payment Schedule:** Weekly, via Payoneer, PayPal, or Wise
- **Training:** Paid onboarding with brand tone coaching and live simulation sessions
- **Scheduling:** Self-selected weekly shifts, with peak hours in U.S. and U.K. time zones
- **Advancement Path:** Writing QA and script development tracks available after 45 days

Example Shift Snapshot

At 10 AM, you start your shift with four queued chats. One user asks how to claim their bonus workbook—you send a link and explain access instructions in two clean sentences. Another wants clarification on refund terms—you copy in the right message snippet and adjust the tone to reassure. By 2 PM, you've resolved 16 conversations and recorded three great user insights for the content team.

Testimonials from Writing-Focused Agents

"I used to freelance write blog posts that paid a tenth of this. Now I message customers, get paid weekly, and use my writing in real time." – Emma D., Toronto
"It's like live microcopywriting. Every message matters, and it's refreshing to be rewarded for clarity." – Julian C., South Africa

FAQs

Q: Is this role more support or more writing?

A: It's live chat support with a writing emphasis. You'll use tone, empathy, and clarity to support the customer experience.

Q: Can I work around my writing schedule?

A: Yes. You can build your shifts flexibly from week to week.

Q: Do I need to create new content?

A: No. You'll use approved templates and refine messages—not generate original blog or ad copy.

Q: Is this open internationally?

A: Absolutely. Applicants with fluent written English are welcome from anywhere.

Apply Now

If you're ready to apply your communication skills in a real-time, well-paid role that blends writing and support, click the **Apply Now button**. This is one of the most unique **remote writing jobs** available—structured, stable, and designed to let you earn through the power of clear, concise text. Don't miss your window.



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