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APPLY NOW

Virtual Chat Support Job – Entry-Level Work from Home with Flexible Hours

Description

Introduction to the Role

A popular online retailer specializing in lifestyle and wellness products is hiring new Virtual Chat Support team members to expand its customer service department. This role is 100% remote, with flexible scheduling options and full training provided. No experience or college degree is required to apply. If you're comfortable with written communication, can navigate a web browser, and enjoy helping people, this position offers a solid entry point into remote work with competitive pay and a clear path for advancement.

Core Duties and Expectations

Chat-Based Customer Support

Assist customers through live chat by answering common questions about orders, products, account settings, and basic troubleshooting. Most inquiries are quick and repetitive, and you'll use templated responses to maintain consistency and quality.

Order Assistance and Tracking

Guide customers through the steps of placing, modifying, or checking the status of their orders. You'll also help them locate order numbers or understand return instructions.

Website Navigation Help

Provide simple directions to users who are having trouble finding certain items, features, or help articles. This includes linking them to product categories, FAQs, or support tools.

Use Built-In Knowledgebase

Reference the internal database of scripts, answers, and customer service flows to quickly resolve each chat without guessing or improvising. You'll always know where to look for the right information.

Record and Categorize Conversations

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

Tag each completed chat by issue type and add a brief note so the support team can track trends and improve service over time.

What Your Workday Will Look Like

- Log in through a secure browser-based system
- Accept incoming live chat requests from website visitors
- Respond using templates and documentation
- Manage 1–2 chats at a time during slow periods and 3+ during peak times
- Log and close each conversation with a tag and short summary

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Basic Requirements

- Typing speed of 30 WPM or higher
- Good written English communication
- No degree or previous work experience required
- Ability to follow scripted responses and brand guidelines
- Reliable internet (wired or strong Wi-Fi, minimum 10 Mbps)
- Laptop or desktop (tablets and phones are not supported)

Why This Role Might Be Right for You

- You're seeking a non-phone job you can do from home
- You want to start earning without going through interviews or resumes
- You enjoy helping people and communicating online
- You're looking for flexible hours and predictable pay

What's Included

- \$25/hour base pay, paid weekly
- Fully remote work from anywhere in the world
- Custom onboarding and guided chat training
- Real-time support from experienced mentors
- Flexible hours with optional weekends and evenings

Training and Onboarding

You'll begin with a simple onboarding module that introduces the tools, platform, and response structure. Then, you'll practice a few mock chats to get familiar with the workflow. Once you're ready, you'll start your first shift with access to support in case you have questions. This job is designed to help beginners succeed quickly without being overwhelmed.

Who This Job Is Best For

- First-time remote workers looking for a stable start
- People without a degree or formal work background
- Students or parents needing flexible scheduling
- Anyone who prefers writing over phone calls

FAQs

Do I need prior experience?

No, this job is designed to train people with no prior work experience. If you can type and follow instructions, you're a strong candidate.

Are there any phone calls involved?

No, this is strictly a live chat role. You will not be required to make or receive phone or video calls.

Can I choose when to work?

Yes, you can select your shifts based on your availability. There are daytime, evening, and weekend options.

Is this a contract or full-time job?

It begins as a freelance contract with the option to grow into full-time based on performance and company need.

Final Thoughts

This remote Chat Support job is a great option for anyone ready to begin earning from home with minimal barriers to entry. With no phone calls, no degree, and no experience required, it's one of the most accessible ways to break into remote work. If you're dependable, friendly, and capable of typing out helpful responses, you'll have everything you need to succeed in this role.

Apply now to begin your journey into flexible, beginner-friendly online work with weekly pay and a supportive remote team environment.



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