https://remotejobrecruiting.com/job/work-from-home-chat-support-jobs-flexible-shifts-no-experience-required-25-35-hr-fully-remote/

APPLY NOW

Remote Work Chat Support Positions – Adaptable Shifts, No Prior Experience Required – $25–$35/hr – Complete Online

Description
Position Summary

An international support agency is now recruiting for flexible, fully remote Work-from-Home Chat Support Agents to assist customers for a popular subscription-based productivity software. These entry-level roles offer a competitive hourly rate of $25–$35, full training, and the ability to work from anywhere with a reliable internet connection. This is a non-phone job—everything is handled via chat and email. No prior experience or degree is necessary, making it perfect for those looking to start or transition into remote support.

About the Client & Your Role

The client is a SaaS provider serving a global user base with tools for collaboration, scheduling, and workflow management. Customers rely on a simple user experience, and when they need help, they expect fast, friendly, and professional support. That's where you come in. As a Chat Support Agent, your responsibility is to deliver real-time and follow-up assistance through written channels—never the phone—helping users with common issues like logins, billing, subscription updates, and product walkthroughs.

What You'll Be Responsible For

- **Chat-Based Customer Service:** Engage in real-time conversations with users, responding to questions about platform usage, account access, and troubleshooting steps.
- **Email Ticket Support:** Handle lower-urgency issues via email, using approved templates, while ensuring personalization and accuracy.
- **Product Guidance:** Help customers understand and navigate core features by referring to product documentation and internal notes.
- **Ticket Categorization & Logging:** Assign proper tags to support conversations and leave detailed notes for escalation or follow-up.
- **Escalation Management:** Identify complex or technical issues and escalate them to the correct team with complete documentation.
- **Performance Tracking:** Maintain quality and productivity by meeting established key performance indicators (KPIs), such as response time and satisfaction ratings.
- **Knowledge Maintenance:** Stay updated with platform changes, known bugs, and saved reply updates to ensure you're providing current and helpful guidance.
- **Collaborative Work Style:** Communicate with your QA coach, shift lead, and peers via Slack and team dashboards to share observations and get

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

support.

How a Typical Shift Looks
Shift Start
Log into your support dashboard and check announcements in your team's Slack channel. Prioritize email responses or open tickets before going live on chat.

Mid-Shift Activity
You'll manage 3–5 concurrent chat sessions, often helping users with login recovery, billing questions, or step-by-step feature guidance.

Shift End
Wrap up remaining conversations, flag unresolved tickets, log your notes, and review your individual dashboard for performance metrics.

Minimum Requirements

- High school diploma or equivalent
- No experience or degree required—this is an entry-level role
- Typing speed of 40 WPM or higher
- Excellent written English communication
- Familiarity with browser tools and online apps
- Own a laptop or desktop and a consistent internet connection
- Available 20–40 hours per week (flexible day/night shifts available)
- Ability to multitask, self-manage, and work independently
- Willingness to accept coaching and feedback

Tips to Succeed
Improve Typing & Clarity
Fast, typo-free writing matters. Use free tools like Grammarly to polish your writing and TypingTest.com to improve speed.

Master Platform Features
During training, take extra time to read help docs and test product flows. Confidence in the tool results in faster resolutions and fewer escalations.

Human Tone Over Robotic Replies
Don't sound like a copy-paste machine. Say "Glad to help with that!" or "Here's how we'll fix this" instead of rigid, template-heavy responses.

Stay Organized While Multitasking
Use pinned browser tabs, desktop split view, and saved replies smartly. Keep FAQs handy while managing chats.

Apply Feedback Fast
Your QA scores are there to help you. Read them carefully, implement them immediately, and check your stats daily.

How You'll Be Hired
Step 1: Submit Resume
Upload a basic resume and fill out a short tech-readiness and availability survey.

Step 2: Skills Evaluation
Take a typing speed test and respond to a few written chat prompts to demonstrate tone and writing ability.

Step 3: Live or Async Chat Simulation

Base Salary
$ 25 - $ 35

Date posted
June 20, 2025

Valid through
01.01.2029

Complete a mock chat support scenario to show your real-time messaging abilities.

Step 4: Paid Virtual Training
Participate in 4–6 days of live and asynchronous onboarding, covering macros, product walkthroughs, and support ticket systems.

Step 5: Supervised Trial Shifts
Work 2–3 trial shifts with real tickets while getting QA support and coaching.

Step 6: Full Access Granted
Receive your regular schedule, Slack access, and full integration into the support team.

Remote Culture & Advancement
The team is 100% remote, asynchronous, and globally distributed. You'll avoid daily Zoom calls but remain connected via Slack and shared dashboards. You'll receive public recognition for good performance, opportunities for bonuses, and fast-track promotion into QA or team leadership for high-performing agents.

Perks & Benefits

- Paid training and onboarding
- Fully remote with flexible shifts
- No phone calls—chat and email only
- Monthly performance bonuses
- Home office stipend after 30 days
- Access to learning platforms like Coursera and Skillshare
- Career tracks into QA, onboarding, and macro management
- Weekly recognition via Slack and team dashboard

Why This Job Is Perfect for You
This isn't a "gig." It's a structured, scalable work-from-home role for someone who wants stability, flexibility, and income—all without a degree or past experience. You'll be trained, supported, and paid from day one—and never have to take a single phone call.

FAQs
Do I need prior experience?
No. This is a true entry-level role.

Do I need a degree?
No. A high school diploma or GED is sufficient.

Will I be answering phone calls?
Never. All communication is written.

Can I work internationally?
Yes. This job is open globally to English-speaking candidates with the proper tech setup.

How quickly can I start?
Most candidates begin paid training within 7–10 business days.

Apply Now
Click "Apply Now" to submit your resume and begin the chat simulation. With no degree, no experience, and no phone work required, this is one of the most accessible and flexible jobs online. Spots fill quickly—start your remote journey

today.

Disclosure

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