

<https://remotejobrecruiting.com/job/work-from-home-chat-support-jobs-no-experience-or-degree-required-25-35-hr-fully-remote-role/>

APPLY NOW

Remote Work Chat Support Positions – No Prior Experience or College Degree Required – \$25–\$35/hr – Complete Online Role

Description

Position Summary

A global digital support provider is now hiring Work-from-Home Chat Support Agents to assist customers for a subscription-based online platform. This fully remote, entry-level job pays \$25–\$35 per hour and includes paid training, performance bonuses, and flexible scheduling. You'll support customers exclusively through live chat and email—no phone calls required. No college degree or prior experience is needed, making this an ideal opportunity for beginners looking to launch a remote career.

Client Overview & Job Scope

The client is a fast-growing SaaS company offering digital tools for remote teams, entrepreneurs, and freelancers. As a Chat Support Agent, you'll handle support tickets and live chat conversations, helping users navigate the platform, update subscriptions, manage billing issues, and troubleshoot common problems. You'll work from your home computer using cloud-based help desk tools, saved replies, and team collaboration platforms like Slack and Notion.

Primary Job Responsibilities

- **Live Chat Support:** Engage with customers through real-time chat to answer questions and resolve technical or account-related issues.
- **Email Ticket Resolution:** Respond to asynchronous support requests with polite, clear, and personalized replies.
- **Use Internal Tools & Templates:** Reference the internal knowledge base, product documentation, and macro templates to deliver fast, accurate responses.
- **Tagging & Note Logging:** Properly categorize each support ticket and log detailed internal notes for escalations or handoffs.
- **Issue Escalation:** Refer complex issues to the appropriate department (e.g., engineering, billing) with thorough documentation.
- **Stay Up-to-Date:** Monitor product changes, outage reports, and macro updates to ensure accurate customer communication.
- **Team Collaboration:** Engage in async discussions with your support lead and teammates to share observations or raise concerns.
- **Meet Performance Benchmarks:** Achieve or exceed daily goals for ticket resolution time, customer satisfaction (CSAT), and ticket quality score.

What a Workday Looks Like

Beginning of Shift

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

Start by reviewing Slack messages, internal bulletins, and macro changes. Log into the support dashboard and prioritize urgent emails or chat requests.

Mid-Shift Activity

Expect to handle multiple chat windows simultaneously. Most questions will involve login support, feature walkthroughs, or payment issues. Balance real-time chats with background email resolution.

End of Shift

Wrap up outstanding tickets, tag unresolved issues for follow-up, and post handoff notes in team Slack. Review your performance stats and check in for announcements or feedback.

Minimum Requirements

- High school diploma or equivalent (no degree required)
- Strong written English communication skills
- Typing speed of at least 40 WPM with minimal errors
- No previous customer support experience needed
- Must have a computer/laptop and a reliable internet connection
- Available for at least 20 hours/week with optional evening/weekend shifts
- Self-motivated and organized in a remote work setting
- Open to feedback and willing to implement QA suggestions
- Able to multitask and respond quickly while maintaining quality

How to Stand Out in This Role

Improve Typing Speed & Grammar

Tools like Grammarly and TypingClub can help you polish your replies and type quickly under pressure.

Master the Product

Use downtime to explore the help center and saved replies. The more you know, the easier it is to answer questions accurately.

Friendly, Professional Tone

Use phrases like “Happy to assist!” or “Let’s fix that together” to establish a helpful and reassuring presence in chats.

Efficient Multitasking

Use keyboard shortcuts, browser tab grouping, and quick-reply macros to manage multiple conversations without dropping quality.

Take Coaching Seriously

QA reviews are not punitive—they’re your pathway to performance bonuses and promotions. Apply feedback immediately to improve your metrics.

Hiring Process

Step 1 – Apply Online

Submit your resume and basic tech-readiness survey. No cover letter or experience required.

Step 2 – Skills Assessment

Complete a short typing test and respond to simulated customer messages to demonstrate tone and writing ability.

Step 3 – Chat Simulation

Selected candidates will complete an asynchronous or live simulation of a support

Base Salary

\$ 25 - \$ 35

Date posted

June 20, 2025

Valid through

01.01.2029

shift using real customer scenarios.

Step 4 – Paid Training

Join a 4–6 day training cohort that includes live instruction, platform demos, saved reply usage, and simulated ticket handling.

Step 5 – Mentored Trial Shifts

You'll complete 2–3 supervised shifts with feedback from QA leads and trainers.

Step 6 – Regular Assignment

Upon passing QA review, you'll receive your work schedule, Slack access, and tools for long-term support success.

Remote Work Culture

The client's support team is fully remote with an async-first communication style. You'll collaborate via Slack, log updates in Notion, and avoid unnecessary meetings. Recognition is performance-driven with digital shoutouts, rewards, and advancement pathways for agents who consistently perform.

Perks & Benefits

- Paid onboarding and mentoring
- 100% remote position with international eligibility
- Flexible shift options including evenings and weekends
- No phone work—chat and email only
- Monthly performance-based bonuses
- Home office equipment stipend after 30 days
- Learning stipends for courses and certifications
- Clear promotion tracks into QA, onboarding, or macro optimization roles

Why You'll Love This Job

This role offers real income, real training, and real flexibility. Whether you're starting out, switching careers, or seeking steady online income without phone calls, this job gives you everything you need to succeed in a remote support role. No sales, no calls, no experience required—just solid pay and a supportive team.

Common Questions

Do I need a college degree or experience?

No. This is an entry-level position built for beginners.

Will I have to answer phone calls?

No. This job is 100% written support through chat and email.

Can I apply from outside the U.S.?

Yes. This position is open to applicants worldwide who meet language and tech requirements.

What's the training like?

All training is remote, paid, and includes both live instruction and hands-on ticket practice.

When can I start?

New training classes begin weekly. Most applicants begin working within 7–10 business days.

How to Apply

Click "Apply Now" to upload your resume and take the short assessment. This is

your chance to start earning \$25-\$35/hr from home in one of the most beginner-friendly remote roles available today. Apply now—spots fill quickly.



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