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**APPLY NOW**

## Remote Work Chat Support Representative – No Prior Experience Required – \$25–\$35/hr – Online, No College Degree Needed

### Description

#### Role Overview

A growing digital services company is now hiring Work-from-Home Chat Support Representatives to assist customers via live chat and email. This entry-level position offers \$25–\$35 per hour and is entirely remote—no phone work, no degree required, and no prior experience necessary. All training is paid, and scheduling is flexible, making this the ideal role for anyone looking to earn real income from home without jumping through traditional employment hoops.

#### The Client & What You'll Be Doing

The client is a global SaaS platform that provides software tools and online subscriptions to small business owners, freelancers, and remote workers. These customers often require help navigating the app, accessing accounts, updating payment details, or using features effectively. Your role is to assist them via written communication only. You'll provide support using live chat tools and email ticketing platforms, all from your own device and location. You'll have access to a full knowledge base, saved replies, and chat collaboration tools to help you stay efficient and accurate.

#### Primary Job Tasks

- **Live Chat Support:** Answer incoming chat requests in real time. Most chats involve questions about logging in, resetting passwords, adjusting subscriptions, or finding a specific feature.
- **Email Ticket Support:** Handle asynchronous requests submitted via email. These often include refund requests, technical errors, or policy clarifications.
- **Follow Escalation Protocols:** Escalate technical issues or sensitive billing matters to specialized teams using internal handoff templates.
- **Apply Saved Responses:** Use macro responses where appropriate but tailor them slightly to maintain natural tone and human connection.
- **Tag and Categorize Every Conversation:** Ensure all support interactions are accurately documented and labeled using the company's support software.
- **Use Internal Knowledge Base:** Consult and reference documentation to solve customer problems without needing to escalate.
- **Work Across Tabs Efficiently:** Manage multiple chats at once using browser tools and internal communication channels.
- **Contribute to Feedback Loops:** Suggest changes to macros or help docs when you spot inconsistencies or outdated info.
- **Meet Daily KPIs:** Your success will be measured by ticket resolution

### Hiring organization

Work From Home Chat Support

### 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

speed, customer satisfaction scores, and overall accuracy.

- **Stay Engaged in Team Chat:** Join ongoing team communication via Slack or another platform to collaborate asynchronously, ask for help, or share observations.

## A Typical Shift Breakdown

### Early in Your Shift

You'll log into the ticketing platform, check internal announcements, and scan for any major bugs or outages. Begin tackling leftover email tickets and preparing your live chat setup.

### Mid-Shift Workload

Expect to manage 3–5 live chats concurrently while responding to additional email tickets in between. Most customer issues are simple but require attention to detail and a calm, reassuring tone.

### Wrapping Up

Clear your queue, tag unfinished tickets for follow-up, and write a brief summary for the next shift team. If time allows, review team updates or complete a short learning module.

## Who We're Looking For

- Excellent written English communication
- Typing speed of 40+ words per minute
- No college degree or prior job experience required
- Comfortable with basic tech tools like web browsers, Google Docs, and Slack
- Personal computer or laptop and reliable internet connection required
- Able to work independently and follow instructions
- Strong time management and focus while working remotely
- Available for 20–40 hours per week with some weekend availability
- Open to feedback and coaching
- Friendly and helpful tone when dealing with frustrated or confused customers

## Tips for Performing at a High Level

### Writing & Typing Fluency

Practice typing for speed and clarity. Tools like 10FastFingers and Grammarly can help ensure your responses are fast and error-free.

### Learning Product Details

Spend time reading internal help documentation. The more you understand the product, the quicker you'll respond—and the fewer escalations you'll need.

### Written Tone and Customer Care

Be direct but friendly. Use statements like "Let me take care of that for you" or "Here's the next step we'll take together." Sound helpful without over-explaining.

### Managing Live Workload

Use tab groups, keyboard shortcuts, and saved responses to quickly move between chats, tickets, and help resources. Efficiency counts.

### Handling Remote Independence

Set a daily schedule, minimize distractions, and keep yourself accountable. Use tools like Pomodoro timers or browser focus apps if needed.

## Base Salary

\$ 25 - \$ 35

## Date posted

April 29, 2026

## Valid through

01.01.2029

## **Growing With Feedback**

QA reviews every ticket. Look at your scores and comments as tools for improvement. Every fix you apply to one ticket improves the next five.

## **Getting Started with the Client**

### **Initial Application**

Submit your resume and a short availability form. No cover letter needed. You'll also confirm your internet and device readiness.

### **Typing and Writing Test**

You'll complete a timed typing test and respond to 2–3 simulated customer inquiries.

### **Chat-Based Interview or Simulation**

Some candidates may complete a follow-up exercise via email or chat software, demonstrating tone and decision-making.

### **Paid Remote Training**

Join a 4–5 day remote training class that includes video tutorials, live support walkthroughs, ticket practice, and product orientation.

### **Mentored Trial Shifts**

Work your first 2–3 shifts with feedback from a team lead or QA manager. These shifts are paid and used to finalize your onboarding.

### **Ongoing Schedule Assignment**

Once approved, you'll receive your shift schedule and access to all company systems, dashboards, and team chat channels.

### **Workplace Environment**

The client offers a fully remote culture built around independence and support. Team collaboration happens in writing through Slack, Notion, and documentation hubs. Recognition is frequent, support is available 24/7 via team chat, and promotions are based on performance—not tenure. You'll be part of a results-driven environment that values clarity, calm communication, and ongoing skill-building.

### **Perks and Extras**

- Paid training and coaching
- Completely remote role (global eligibility)
- Flexible shift blocks available
- Monthly bonus eligibility
- Access to online learning platforms
- Equipment reimbursement after 30 days
- Slack-based shoutouts and rewards
- Internal promotions to QA, team lead, or training team

### **Why This Role May Be the Right Fit for You**

If you're looking for a job that doesn't require a resume full of credentials or any prior support experience—this is it. You'll receive full training, flexible hours, and performance-based rewards from your very first shift. The job is 100% written (no calls), and your growth is based on how well you do, not where you've worked before. Whether you're starting fresh, changing careers, or re-entering the workforce, this is one of the most accessible high-paying remote opportunities available today.

### **Applicant Questions Answered**

**Do I need to have customer service experience?**

No. This is a first-step job for anyone who's ready to learn.

**Is this a phone job?**

No. All customer support is through chat and email.

**Can I work internationally?**

Yes. This role is open globally as long as you have the required tech setup and availability.

**How flexible is the schedule?**

You'll choose preferred shifts during onboarding. Weekends and overnights are especially in demand.

**When does training start?**

New training cohorts launch weekly. Most hires begin within 7–10 business days.

**Next Steps to Apply**

Click "Apply Now" to upload your resume and begin the assessment. With no degree or experience required, spots fill quickly. Secure your place today and start earning from home with a job designed to grow with you.

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