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APPLY NOW

Remote Work Chat Support Representative – No Prior Experience or College Degree Required – \$25–\$35/hr – Online Opportunity

Description

Position Summary

A global remote-first customer experience company is hiring Work from Home Chat Support Representatives to join its 24/7 digital support team. This fully remote, entry-level position pays between \$25 and \$35 per hour depending on shift availability and performance. No college degree or prior experience is required. All communication is text-based through chat and email platforms—no voice calls involved. Paid training is provided, and you'll work flexible shifts that suit your schedule.

The Client & Your Responsibilities

The client is a subscription-based digital productivity service used by solopreneurs, students, and remote teams. Their customer base relies on fast and friendly support for account help, subscription questions, and product navigation. As a Chat Support Representative, you will manage inbound chat and email conversations, provide accurate answers, and guide users through common troubleshooting steps. You'll also play a key role in maintaining customer satisfaction and reporting recurring issues to the team.

Daily Tasks and Responsibilities

- **Respond to Live Chats:** Help customers in real-time with questions about accounts, subscriptions, billing, and platform navigation.
- **Resolve Email Support Tickets:** Address customer concerns submitted through email with clear, informative, and polite replies.
- **Follow Escalation Procedures:** Flag technical bugs or policy-related requests for the appropriate team with proper documentation.
- **Use Saved Replies & Macros:** Apply internal templates to streamline responses, while personalizing messages for clarity and empathy.
- **Maintain Accurate Ticket Records:** Tag each support conversation correctly and include detailed internal notes for transparency.
- **Stay Updated on Product Changes:** Regularly check updates, bug reports, and new documentation to ensure accuracy in customer communication.
- **Meet Quality and Speed Benchmarks:** Aim for strong CSAT ratings, fast resolution times, and minimal escalation rates.
- **Collaborate with Team:** Communicate asynchronously with teammates and leads via Slack or internal dashboards to solve tough tickets or suggest improvements.

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

A Typical Shift Breakdown

Start of Shift

Log into your chat dashboard and review any new platform updates or urgent bugs. Begin with the email queue, handling any outstanding tickets from earlier shifts.

Mid-Shift Workload

Handle multiple live chat conversations while responding to new email tickets. This is peak customer traffic, so speed, tone, and clarity are key.

End of Shift

Wrap up all open chats, flag tickets needing follow-up, and submit any shift summaries or improvement ideas to your team leader.

Base Salary

\$ 25 - \$ 35

Date posted

August 14, 2025

Valid through

01.01.2029

Basic Requirements

- Fluent in written English with professional tone
- Typing speed of 40+ WPM with strong accuracy
- High school diploma or GED (college degree not required)
- No previous customer support experience necessary
- Reliable laptop or desktop with stable Wi-Fi connection
- Comfortable using chat tools, help docs, and browser-based support software
- Available for 20 to 40 hours per week
- Able to work independently and remain organized during live support
- Open to real-time feedback and process coaching

Tips to Succeed in This Role

Writing & Typing Fluency

Double-check grammar, clarity, and tone. Customers judge support quality by how you write and how fast you respond.

Master the Product

Use the help center, knowledge base, and saved replies to learn the platform fast. Familiarity will reduce errors and speed up your ticket handling.

Stay Calm and Helpful

When a customer is frustrated, your calm professionalism matters most. Use phrases like "Let's get this sorted together" or "Thanks for bearing with me—I've found a solution."

Handle Multitasking Efficiently

Keep multiple tabs open, use templates when possible, and prioritize tickets by urgency and complexity.

Work with Focus

Use time blocks, reduce background noise, and avoid distractions during your shifts. Remote productivity is a skill, not just a perk.

Apply Feedback Fast

QA reviews are part of the job. Take their suggestions seriously and make small adjustments every shift.

How to Get Started

Step 1: Application

Upload your resume and availability. No experience or cover letter needed.

Step 2: Skills Test

Complete a brief typing test and a written scenario to show your tone and writing style.

Step 3: Chat Simulation or Written Interview

You may be asked to complete a sample chat conversation or answer additional questions asynchronously.

Step 4: Paid Virtual Training

Attend a 4–5 day virtual training program covering chat tools, saved replies, platform walkthroughs, and hands-on ticket practice.

Step 5: Trial Shifts

Work 2–3 paid shifts with live feedback from QA and training leads.

Step 6: Active Assignment

Once approved, you'll get a weekly shift schedule, access to internal Slack and knowledge bases, and begin full integration into the team.

Work Culture & Environment

This company is built for remote-first support agents. Everything runs on asynchronous collaboration. You'll never be expected to attend live meetings unless necessary. Support documentation is kept updated, and leadership is responsive through Slack. Peer recognition, transparent QA scoring, and career pathing into QA and training roles are all part of the culture.

Perks & Extras

- Fully remote position
- No phone calls—chat/email only
- Paid onboarding and mentorship
- Shift flexibility with part-time and full-time options
- Learning stipends and digital course access
- Monthly rewards for top performers
- Peer-based feedback loops
- Advancement into QA, documentation, or team leadership roles

Why This Is a Great Opportunity

You don't need years of experience, a diploma, or a fancy resume to earn \$25–\$35/hour in a professional online job. This is your chance to develop transferable digital skills, contribute to a fast-growing team, and build a career in customer support—all from your home, with zero phone calls. Whether you're starting from scratch or pivoting from another field, this job offers immediate income and long-term opportunity.

Common Questions Answered

Is experience required?

No. You'll be trained from day one.

Do I need a degree?

No. A high school diploma or equivalent is enough.

Will I be required to take phone calls?

No. This is a text-only support position.

Can I work from anywhere?

Yes. As long as your internet connection is strong and your English writing is fluent.

When can I start?

Training sessions begin weekly. Most hires start within 7–10 days.

Ready to Apply?

Click “Apply Now” to submit your information. With no degree, no experience, and full training included, this role won’t stay open long. Start your remote job journey today and build a work-from-home career with real income and support.

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