

APPLY NOW

Customer Chat Agent – Remote – No Degree or Experience Required

Description

Position Summary

A leading eCommerce technology company is actively recruiting remote agents for its customer chat support team. This fully online role is perfect for anyone searching for work from home jobs with no experience, no degree, and immediate start potential. As a customer service representative working from home, you'll engage with customers via live chat and email—never by phone. You'll handle product questions, order updates, and basic troubleshooting. The company provides paid training, flexible scheduling, and weekly pay ranging from \$25 to \$35 per hour based on shift and performance.

No prior work history? No problem. This is a genuine entry point into the remote workforce, open to applicants around the world. You'll be joining a company with a reputation for nurturing talent and providing long-term career pathways in digital support.

About the Client

The client is a fast-scaling eCommerce logistics and order management provider that powers customer service systems for thousands of online retailers. Their software enables brands to automate support, streamline order fulfillment, and maintain 24/7 responsiveness—all through a network of well-trained remote agents. The company's fully remote model allows them to recruit from a global talent pool while keeping support coverage high and costs efficient.

Key Responsibilities

Chat-Based Customer Interaction

- Respond to live chat messages from online shoppers looking for help with shipping, tracking, cancellations, or account access.
- Maintain a warm, clear, and brand-aligned tone in all written interactions.
- Use chat macros and knowledge base content to resolve common issues.
- Document each conversation and flag any recurring complaints.

Email Resolution

- Answer inbound emails submitted through contact forms regarding account errors, order changes, and product inquiries.
- Escalate unresolved cases to technical support or senior staff when required.
- Organize email cases based on priority and SLA (service level agreement) requirements.

Hiring organization

Remote Jobs No Degree Required

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

CRM Management

- Tag and track all customer interactions within the client's support software.
- Update customer records and communication history.
- Close cases with complete summaries and outcome notations.

Base Salary

\$ 25 - \$ 35

Issue Escalation

- Recognize patterns or technical issues that require internal review and forward with full context.
- Collaborate with on-call team members for issues requiring immediate action.

Date posted

April 29, 2026

Valid through

01.01.2029

Workday Breakdown

Start of Shift

- Log into your secure support portal and Slack or Microsoft Teams.
- Review shift handoff notes from the previous team.
- Check your chat and email queue and prioritize cases by time or urgency.

Mid-Shift Flow

- Handle 2–3 concurrent live chats and rotate between chats and emails.
- Use templates and decision trees to resolve customer requests.
- Participate in ongoing training or knowledge refreshers between customer sessions.

End-of-Shift Activities

- Wrap up remaining email responses and submit escalations as needed.
- Update the team dashboard with performance notes or flagged issues.
- Submit daily recap and logout.

Minimum Qualifications

No Experience Required

- You'll be trained from scratch. Our client believes in training great communicators to become excellent support agents.

No Degree Necessary

- High school diploma or GED equivalent is sufficient. We welcome all educational backgrounds.

Typing Skills

- Minimum typing speed of 40 words per minute with high accuracy. A brief typing test will be required.

Communication Proficiency

- Ability to write clearly, professionally, and with customer-friendly tone.
- Comfortable interpreting written customer concerns and responding appropriately.

Tech & Availability Requirements

- A reliable computer or laptop (Chromebook acceptable), Chrome browser, and high-speed internet connection.
- Availability to work 20 to 40 hours per week. Shifts are available for mornings, evenings, and weekends.

Remote Work Success Blueprint

Prepare a Distraction-Free Zone

- Have a quiet, focused workspace—even if it's just a corner of your living area.

Be Responsive, Not Reactive

- Customer messages may come with frustration. Stay calm and solution-focused, always.

Leverage Internal Tools

- You'll have scripts, macros, and a product wiki at your disposal. Use them liberally to speed up resolutions.

Learn from the Community

- Participate in peer chat groups, Slack rooms, and message boards for troubleshooting tips.

Perks and Non-Traditional Benefits

Immediate Paid Training

- Begin earning within your first week. Training is 100% virtual and supported by live mentors.

Flexible Scheduling

- Create your own schedule weekly. Pick from blocks in the morning, afternoon, evening, or overnight.

Work-from-Home Setup Support

- Get a home office stipend after 30 days to invest in tools that boost your productivity.

Performance Incentives

- Earn bonuses for hitting metrics like average handle time, resolution rate, and CSAT.

Global Access

- Applicants from all countries are welcome. All onboarding and operations are conducted remotely.

Access to Premium Courses

- Receive free or discounted access to customer support certifications, chat AI tools, and writing improvement platforms.

Frequently Asked Questions

Is this a phone-based job?

No. This is a 100% chat and email-based support position. You won't be expected to take or make calls.

Do I need prior experience in customer service?

Not at all. This job is designed for first-timers. We'll train you on everything you need to succeed.

What equipment do I need to work from home?

Just a stable internet connection, a computer (Windows or Mac), and a browser. No special software required.

How soon can I start?

Many applicants begin training within 5–7 days of applying. Hiring moves quickly for qualified candidates.

What's the time commitment?

You can choose part-time (20 hours/week) or full-time (up to 40 hours/week). We ask for a consistent weekly schedule.

Can I work this job internationally?

Yes. This is a global opportunity. We'll align your shift based on your local time zone and team coverage needs.

How to Apply

Submit your application through the provided portal. You'll be asked to complete a brief writing sample and typing speed test. Once reviewed, a recruiter will reach out to schedule a virtual interview. Successful applicants can begin onboarding the same week.

Why This Role Is Perfect for You

If you've been searching for a real work-from-home job that doesn't require a degree or previous experience, this opportunity checks every box. Flexible schedule? Check. Paid training? Check. Global access and growth potential? Check. As more companies shift toward remote customer service models, these roles offer an excellent entry point into the future of digital work. If you're ready to start working from home and earning a consistent income with full support, this is your chance.

Apply today and begin your customer service chat career with zero experience required.



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