

APPLY NOW

Customer Service Representative – Remote – Chat Focus – No Phone Required – \$25-\$35/hr

Description

Job Title: Remote Customer Service Chat Support Agent
Compensation: \$25–\$35 per hour, paid weekly via ACH
Location: Work from home – Global applications accepted
Schedule: Flexible 4–8 hour blocks; minimum 15 hrs/week
Experience Required: No prior experience needed
Education Required: No degree required

About the Company

A well-known online wellness retailer is scaling its customer experience department and offering **work from home customer service chat jobs** to meet increased demand for its digital subscription and eCommerce products. These positions are remote, stable, and structured for long-term flexibility—perfect for anyone tired of chaotic gig apps or phone-based support roles.

You'll be supporting customers entirely through live chat. Whether it's helping someone update their account, apply a discount code, or track a shipment, you'll provide answers quickly and kindly—all without picking up the phone or attending meetings.

What You'll Be Doing

- Respond to incoming customer chats through a web-based dashboard
- Help users with login access, promo codes, order updates, and product questions
- Copy/paste relevant solutions from the internal response library
- Escalate billing or tech issues using simple ticketing tools
- Summarize each conversation for internal recordkeeping
- Keep tone clear, friendly, and consistent across every interaction

Why This Role Is a Fit for You

You're looking for **work from home customer service chat jobs** because you want:

- A job that doesn't require talking on the phone
- A reliable source of weekly income
- Flexible scheduling you can control
- Real, structured remote work that feels like a normal job—not gig chaos

This is that job. No phones, no sales pressure, and full transparency from Day 1.

What You'll Need to Start

- Laptop or desktop computer (Mac/PC)
- Reliable internet connection (10 Mbps+)

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

- Ability to type 45 WPM or faster
- Strong written English with clarity and empathy
- A quiet space to work focused shifts

Pay Structure & Scheduling

Starting wage: \$25/hr. After 30 successful shifts, reps are eligible for \$30-\$35/hr based on feedback, ticket resolution speed, and chat accuracy.

You'll choose your own schedule weekly from a dashboard that shows available shifts across all global time zones. Most agents work 15-30 hours per week, but full-time is available.

Training & Onboarding

- 2 hours of asynchronous onboarding videos
- 3 practice chat sessions
- One-on-one feedback from a live team member
- Most new hires complete training in 48-72 hours and begin work the same week

Example Work Session

You pick a 6-hour block from 10 AM to 4 PM. In that time, you help customers reset passwords, redeem welcome discounts, locate tracking numbers, and modify subscriptions. You average 3-5 chats per hour, all from your laptop, with no phone interruptions or pressure to "upsell." You wrap your shift with clear metrics and clock out stress-free.

What Current Agents Are Saying

"I was burned out on call center jobs. This role has structure, pay transparency, and zero phone work. It's remote work that actually feels sustainable." - *Chelsea L., Austin, TX*

"I'm able to work early mornings before my full-time job starts. The flexibility and consistency of pay make this my favorite side gig I've ever had." - *Daniel W., Vancouver, BC*

FAQs

Do I need to answer phone calls?

Never. This role is fully live chat and text-based.

Can I choose how much I work?

Yes. Just meet the 15-hour minimum each week. You can go up from there.

Is this job contract-based or employee?

Contractor role with hourly pay and consistent scheduling.

Do I need previous customer service experience?

No. We train every rep from the ground up.

Apply Now – Real Work from Home, No Phone Required

Click the Apply Now button to apply for one of the most in-demand **work from home customer service chat jobs** available online. Train quickly, choose your schedule, and start supporting customers without ever picking up the phone.



Disclosure

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

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