

APPLY NOW

Product Support Specialist – Remote – Entry Level Chat Role – \$25-\$35/hr

Description

Job Title: Remote Product Support Specialist – Work from Home

Compensation: \$25–\$35 per hour, paid weekly

Location: 100% Remote – Open to global applicants

Schedule: Flexible 4–8 hour shifts, 15–40 hours/week

Experience Required: No experience necessary

Education Required: No degree required

About the Company

A fast-growing DTC (direct-to-consumer) software and digital tools company is hiring for **work from home product support jobs** to help users navigate their subscriptions, troubleshoot feature questions, and get the most value from their purchase. If you enjoy helping people and are looking for a quiet, chat-based role with real structure and support, this one checks all the boxes.

The job is fully remote, fully flexible, and fully text-based—no phone calls, no video support, and no outbound outreach. You'll work inside a support dashboard using live chat and email tickets to communicate with customers in real time.

What You'll Do

- Assist customers with setup, navigation, and usage questions about the product
- Handle live chat inquiries and email tickets using templates and saved replies
- Offer troubleshooting steps for common issues based on internal documentation
- Flag bugs or backend problems for the dev team using support tickets
- Write clean summaries for each case and tag conversations by type
- Stay on-brand, friendly, and helpful in all written communications

Why This Role Works for Product-Oriented People

You're looking for **work from home product support jobs** because:

- You're curious about how digital products work
- You like helping people get unblocked quickly
- You want remote work without pressure to sell or speak
- You need flexibility and structure at the same time

This is a job that pays you to become a product expert—and supports you every step of the way.

What You'll Need

- A laptop or desktop (Mac or PC) with Chrome
- Reliable high-speed internet (10 Mbps+)
- Typing speed of 45+ WPM

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

- Written English fluency
- Focus, patience, and the ability to explain things clearly in writing

Pay & Scheduling Info

Starting rate: \$25/hour

Top-performing agents become eligible for \$30-\$35/hour after 30 shifts and QA approval

Schedule your shifts using our self-service dashboard. Time blocks are available 24/7 across all global time zones. Minimum 15 hours/week commitment.

Training & Onboarding

- 2 hours of product walkthrough videos
- 3 simulated support chats for practice
- Live mentor review of your first shift
- Go live within 3-4 business days after acceptance

A Day in the Role

You log in for your 9 AM-3 PM shift. The first customer is struggling to connect their calendar—you send a step-by-step macro and confirm it works. The next user wants help using a new feature—you walk them through using a visual guide. By the end of your shift, you've handled 22 support requests—all without saying a word aloud.

What Other Agents Say

"I love being able to get really familiar with one product and just help people use it better. It's chill, helpful work, and I'm learning something new every day." -*Jess T., Vancouver, CA*

"This is the easiest support role I've ever had. Everything is written, the team is helpful, and I never have to be on camera or make a call." -*Mateo P., Lisbon, PT*

FAQs

Do I need tech experience?

No. You'll receive full training. Curiosity and clear writing matter most.

Is this customer support by phone?

Never. All support is handled via chat and email.

Can I work full-time?

Yes. Many agents scale to 35-40 hours per week.

Do I need to be in the U.S.?

No. This is a globally remote position.

Apply Now – Become a Product Support Pro

Click the Apply Now button to claim your place in one of the most accessible **work from home product support jobs** available. Weekly pay, full training, no phones—just you, the product, and your keyboard.



Disclosure

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

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