

APPLY NOW

Writing Jobs Remote – Work from Home Chat Support | \$25–\$35/Hour

Description

Position Summary

Are you a skilled writer looking to earn \$25 to \$35 per hour from home, without needing a degree or prior experience? Our client is hiring enthusiastic individuals for writing jobs remote, focusing on live chat and email customer support. This role is perfect for those who excel in crafting clear, empathetic written responses and want the flexibility of a fully remote position. You'll assist customers with inquiries, resolve issues, and deliver exceptional service, all from the comfort of your home office.

This opportunity offers flexible scheduling, allowing you to choose shifts that fit your lifestyle, whether you prefer mornings, evenings, or weekends. The client is committed to inclusive hiring, welcoming candidates from diverse backgrounds with no formal education or experience required. All you need is a passion for writing and helping others, along with basic tech skills. This is a legitimate, remote-first role with comprehensive training to ensure your success in writing jobs remote.

As a remote chat support specialist, you'll handle customer inquiries through live chat and email, addressing topics like product questions, order statuses, or account issues. You'll use the client's knowledge base to craft accurate, professional responses, troubleshoot basic problems, and escalate complex cases when necessary. This role is ideal for those who thrive in text-based communication and prefer non-phone work. It's one of the top remote jobs hiring now, offering a reliable income and opportunities to hone your writing skills.

Why choose this position? It's a low-barrier entry into remote work, perfect for writers seeking to apply their skills in a customer-focused role. The client's remote-first model lets you work from anywhere with a reliable internet connection, balancing personal responsibilities while earning a competitive wage. If you're searching for flexible remote jobs that leverage your writing abilities, this role provides stability, support, and a chance to grow professionally.

About the Client

Our client is a fast-growing company partnering with leading brands in industries like ecommerce, software, and lifestyle to provide top-notch customer support. Operating 24/7 to serve a global audience, they rely on a dedicated remote team to deliver timely, well-crafted responses via chat and email. Their innovative approach ensures their partners maintain strong customer relationships through effective written communication.

Hiring organization

Remote Customer Service Chat Support Jobs

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

With a remote-first philosophy, the client prioritizes inclusivity, hiring candidates without degrees or experience and providing robust training to help them succeed. Their commitment to diversity creates a welcoming environment for those seeking writing jobs remote, empowering team members to build rewarding careers in a flexible, virtual setting.

Base Salary

\$ 25 - \$ 35

Date posted

June 3, 2025

Valid through

01.01.2029

Key Responsibilities

- **Craft Live Chat Responses:** Engage with customers in real-time via the client's chat platform, writing clear, professional responses to questions about products, services, or accounts to ensure a positive experience.
- **Write Email Support Responses:** Compose thoughtful, accurate emails to address customer inquiries, using the client's templates and knowledge base to resolve issues efficiently and maintain consistency.
- **Process Refunds and Returns:** Handle refund or return requests by following the client's guidelines, ensuring accuracy and crafting responses that keep customers satisfied.
- **Use Knowledge Base Resources:** Access the client's internal tools to find accurate information on products or policies, ensuring your written responses align with brand standards.
- **De-escalate Customer Concerns:** Use empathetic, well-crafted language to address frustrated customers, offering solutions to restore their confidence in the brand.
- **Track Performance Metrics:** Monitor your response times, resolution rates, and customer satisfaction scores using the client's tools to meet team performance goals.
- **Collaborate with Remote Team:** Communicate with colleagues via Slack or similar platforms to share insights, escalate issues, or coordinate on time-sensitive customer needs.
- **Document Interactions Accurately:** Log customer interactions in the client's CRM system, ensuring all details are recorded clearly for future reference or follow-up.
- **Stay Updated on Policies:** Regularly review updates to the client's products, services, or guidelines to ensure your written responses remain accurate and current.
- **Contribute to Process Improvements:** Share feedback from customer interactions with your manager to help refine support strategies and enhance service quality through better writing.
- **Manage Multiple Chats Efficiently:** Handle simultaneous chat sessions, prioritizing urgent inquiries while maintaining clarity and professionalism in your responses.

How Your Day Will Look

Morning: You start your shift by logging into the client's support platform from your home workspace. After reviewing the latest knowledge base updates, you dive into live chats. A customer asks about a product's features, and you craft a concise, friendly response using the client's resources. You also respond to a few email tickets about billing issues, ensuring each reply is clear and professional. A Slack message from your team shares a new response template, which you incorporate into your workflow.

Midday: The chat queue gets busier, and you manage multiple conversations, including one from a customer needing help with a return. You write a clear, empathetic response to approve the request, following the client's process. During a brief pause, you join a virtual team chat on Slack, where colleagues share tips for

crafting effective responses. You escalate a technical query to a senior agent, documenting it clearly in the CRM system.

Afternoon: As your shift progresses, you focus on clearing email tickets, writing responses to inquiries about shipping and promotions. A frustrated customer reaches out about a delayed order, and you use carefully worded language to de-escalate and offer a solution. You check your performance dashboard, pleased with your high customer satisfaction score. Before logging off, you share a suggestion in the team's Slack channel to improve a common response template, feeling valued for your input.

Required Qualifications

This role is designed for individuals with strong writing skills eager to start a remote career, with no degree or prior experience required. The client values clear, empathetic written communication and a customer-focused mindset. You should be comfortable navigating basic software, such as web browsers, messaging apps, and CRM systems, and be willing to learn new tools quickly.

You'll need a reliable high-speed internet connection (minimum 25 Mbps download speed) and a quiet, distraction-free workspace. A computer or laptop with at least 8GB of RAM and a modern operating system (Windows 10 or later, or macOS 11 or later) is required. A typing speed of at least 40 words per minute with 90% accuracy is essential to handle the volume of chats and emails efficiently. If you're a skilled writer with a passion for helping others, this is one of the best writing jobs remote available.

Skill-Building Tips for Success

Typing Speed and Accuracy: Fast, accurate typing is critical for managing multiple chats. Practice with tools like Typing.com or Keybr to reach 40+ words per minute with minimal errors, ensuring efficient responses.

Text-Based Empathy: Craft responses that convey warmth and understanding to build customer trust. Practice rephrasing negative feedback into positive solutions, like turning "That's not available" into "Let me find an option that works for you!"

Time Management: Balance multiple chats and emails by prioritizing urgent tickets and using timers to stay on track. Take short breaks to maintain focus and avoid burnout during busy shifts.

Product Knowledge: Master the client's knowledge base during training. Create a personal reference guide for common issues to craft accurate, well-written responses quickly.

Stress Management: Handling frustrated customers requires composure. Practice mindfulness techniques, like deep breathing, to stay calm and craft thoughtful responses during high-pressure moments.

Continuous Learning: Leverage the client's training and explore free online resources like LinkedIn Learning to improve your writing and customer service skills. Stay open to feedback to refine your approach.

Onboarding Process with the Client

Application & Interview: Submit your application through our job board,

answering questions about your interest in writing jobs remote. If selected, you'll have a virtual interview to discuss your writing skills and availability.

Skills Assessment: Complete an online test to evaluate your typing speed, written communication clarity, and ability to follow instructions, ensuring you're ready for the role.

Paid Training: Join a 1–2-week paid training program, conducted remotely, to learn the client's systems, products, and best practices for written customer support.

Shadowing: Observe experienced agents handling live chats and emails, gaining insights into crafting effective responses and managing customer interactions.

Ramp-Up: Start handling a small number of customer interactions with guidance, receiving feedback to refine your writing and build confidence.

Full Integration: Within 4–6 weeks, you'll manage a full workload independently, with ongoing support from your team and access to resources.

Work Culture

The client's remote-first culture is collaborative and inclusive, connecting team members through Slack for work updates, writing tips, or casual chats. Virtual team-building events, like online writing workshops or coffee chats, foster a sense of community. Managers provide regular feedback through one-on-one check-ins, helping you hone your writing skills while ensuring you feel supported.

The asynchronous work model offers flexibility to manage tasks independently, with shift options that fit your schedule. The client values diversity and work-life balance, creating a welcoming environment where your writing skills can shine. Whether you're collaborating on a customer issue or sharing response strategies, you'll feel part of a dynamic, remote team.

Non-Traditional Benefits

While this role does not offer health insurance, the client provides several perks to enhance your remote work experience:

- **Paid Training:** Get compensated during the comprehensive training program, ensuring you're paid while learning to craft effective responses.
- **Flexible Hours:** Choose part-time or full-time shifts, including mornings, evenings, or weekends, to suit your lifestyle.
- **Referral Bonuses:** Earn extra pay by referring candidates who join the team and meet performance targets.
- **Home Office Stipend:** Receive a one-time payment to equip your workspace with essentials like a headset or ergonomic keyboard for writing.
- **Learning Platforms:** Access free online courses to develop skills in writing, customer service, or technology.
- **Recognition Programs:** Enjoy rewards like gift cards or shout-outs for crafting exceptional customer responses.
- **Performance Incentives:** Unlock bonuses for achieving high customer satisfaction or resolution metrics through your writing.

Why This Job is Perfect for You

This writing job remote is an excellent opportunity for anyone with a passion for writing, offering \$25–\$35 per hour without requiring a degree or experience. You'll develop transferable skills like clear communication, problem-solving, and time management, all while working a flexible schedule. The role is ideal for freelancers, students, or anyone balancing personal responsibilities.

With opportunities to advance to senior support roles or explore other writing-focused positions within the client's organization, this job offers clear growth potential. The supportive training and inclusive culture ensure you'll thrive, even as a beginner. If you're seeking writing jobs remote hiring now, this position provides stability, skill development, and the freedom to work on your terms.

Frequently Asked Questions

Is this a phone-based role? No, this role is entirely text-based, involving live chat and email support, perfect for those seeking non-phone writing jobs remote.

Do I need a degree or experience? No degree or prior experience is required. The client provides paid training to prepare you for the role.

Is this part-time or full-time? Both part-time (20–30 hours/week) and full-time (40 hours/week) options are available, based on your preference.

What hours can I work? Flexible shifts include daytime, evening, and weekend options to accommodate your schedule.

What are the tech requirements? You'll need a computer with 8GB of RAM, a modern operating system, and a high-speed internet connection (25 Mbps minimum).

Can international applicants apply? Yes, international candidates are welcome if they meet tech and time zone requirements.

How soon can I start? The hiring process takes 2–4 weeks, with immediate openings for qualified candidates.

How to Apply

Ready to launch your career with writing jobs remote? Click the “Apply Now” button on our job board to submit your application. The process is simple and supportive, guiding you toward a rewarding remote career that leverages your writing skills. Apply today and start crafting your future!



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