https://jobtacular.com/job/at-home-customer-chat-assistant-remote-25-35-hour-entry-level-no-experience-or-degree-required-work-from-home-chat-support-jobs/

APPLY NOW

At-Home Customer Chat Assistant – Online – $25–$35/Hour – Entry-Level – No Prior Experience or College Degree Needed – Remote Work Chat Support Positions

Description
Role Overview
We are hiring At-Home Customer Chat Assistants for a remote position paying $25 to $35 per hour. This role is open to entry-level applicants with no prior job experience or academic qualifications. You'll work entirely online, communicating with customers via live chat and email—no phone calls involved. If you're organized, write clearly, and want a stable, flexible income from home, this position offers immediate entry into a professional support role with full training provided.

The Client & What You'll Be Doing
Our client is a third-party support agency for brands in ecommerce, subscription services, and digital education. They rely on responsive, human messaging to resolve customer issues efficiently and positively. You'll be responsible for helping users navigate common questions—like tracking orders, changing billing info, accessing online platforms, or resolving refund requests—using real-time chat and structured email responses. All tools and templates are provided to help you maintain accuracy and a consistent brand tone.

Primary Job Tasks

- Respond to customer inquiries in a live chat interface, offering support for common account, billing, and product access issues.
- Reply to queued customer emails with personalized, friendly messages that reflect the client's tone and policies.
- Use help desk software to search customer histories, apply tags, and track case progress across multiple tickets.
- Reference a library of templates, help articles, and saved replies to construct accurate and efficient responses.
- Escalate complex issues using internal workflows, including tagging supervisors and submitting detailed internal notes.
- Maintain response time standards—typically under 60 seconds for live chat and within 30 minutes for email replies.
- Participate in written-only coaching and weekly performance check-ins, focused on tone, resolution success, and grammar.
- Complete daily shift handoff summaries to assist the next rep in continuing support seamlessly.
- Suggest updates to templates or help docs when you encounter unclear or outdated responses.
- Manage your queue using tab management, color-coded ticket tools, and

Hiring organization
Work From Home Tech Jobs

Employment Type
Full-time

Base Salary
$ 25 - $ 35

Industry
Customer Service

Job Location
Remote work from: United States; Canada; United Kingdom; Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; Georgia; Hawaii; Idaho; Illinois; Indiana; Iowa; Kansas; Kentucky; Louisiana; Maine; Maryland; Massachusetts; Michigan; Minnesota; Mississippi; Missouri; Montana; Nebraska; Nevada; New Hampshire; New Jersey; New Mexico; New York; North Carolina; North Dakota; Ohio; Oklahoma; Oregon; Pennsylvania; Rhode Island; South Carolina; South Dakota; Tennessee; Texas; Utah; Vermont; Virginia; Washington; West Virginia; Wisconsin; Wyoming

internal search shortcuts.
- Uphold brand values in every message—clarity, empathy, and professionalism are essential.

A Typical Shift Breakdown

Startup Routine
Begin by logging into the internal dashboard and reviewing any urgent updates, policy changes, or open support threads. Triage overnight emails before opening the chat panel.

Mid-Shift Workflow
You'll juggle 3–5 live chat windows at a time while working through backlogged email tickets. Use macros, internal documents, and help center links to keep up with demand without compromising accuracy.

Shift Close
Finalize responses, tag unresolved issues, and submit your shift summary with insights on volume, response challenges, and flagged trends. Check for any follow-up needed before logging out.

Who We're Looking For

- No prior job experience or college degree required
- Clear, friendly, and correct written English
- Comfortable working alone and following written instructions
- Capable of handling multiple browser tabs and live threads
- Typing speed of 40+ WPM preferred
- Strong grammar, punctuation, and attention to detail
- Proactive communicator—able to flag issues, escalate cases, and meet deadlines
- Familiar with email, Google Docs, and basic web navigation
- Minimum availability of 15 hours/week, with preference for consistent shifts
- Reliable internet connection and personal laptop or desktop (no tablets)

Tips for Performing at a High Level

Be Specific, Not Robotic
Customers know when you're pasting a generic reply. Always personalize with a greeting, refer to their issue directly, and confirm resolution.

Use Your Resources
Your internal help center is updated daily. When in doubt, search it before guessing. It's your key to fast, correct replies.

Control the Pace
It's easy to feel rushed with multiple chats. Use short status updates ("Let me check that for you…") to buy time while researching. Customers appreciate responsiveness.

Keep Notes Short but Clear
When logging a case, be brief but detailed: what happened, what you tried, and what remains. This helps teammates follow up effectively.

Grow Through Feedback
Your responses will be reviewed regularly. Focus on applying the notes quickly. Improvements are rewarded with better shifts and higher performance scores.

Getting Started with the Client

Step 1: Apply Now
Send in a resume or availability summary. Let us know your preferred hours and confirm your tech setup meets our requirements.

Step 2: Writing & Typing Assessment
You'll complete a basic test of writing clarity, typing speed, and ability to respond using templates.

Step 3: Simulated Support Session
Selected applicants will complete a short simulated chat session designed to mirror real work conditions.

Step 4: Paid Virtual Training
Training is done remotely over 3–5 days and includes tone guidance, platform walkthroughs, and real-time ticket simulations.

Step 5: Trial Shift Period
The first 10 shifts are part of a paid trial. You'll receive written coaching, peer review feedback, and a performance scorecard.

Step 6: Permanent Shift Assignment
Pass your trial and receive your recurring shift schedule, access to monthly bonuses, and eligibility for internal promotions.

Workplace Environment
This is a phone-free, video-free role. All communication—between team members, managers, and customers—is written. You'll work independently but with access to collaborative tools like Notion and Slack for internal updates and training resources. Success here is built on consistency, clarity, and attention to written detail.

Perks and Extras

- Paid training and onboarding
- Zero phone, voice, or video work
- Consistent weekly pay and shift schedules
- Performance bonuses based on writing quality and resolution speed
- Grammarly Pro and chat optimization tools provided
- Global applicant eligibility
- Equipment stipend after 30 days of successful work
- Career paths into QA, content editing, and coaching roles

Why This Role May Be the Right Fit for You
You don't need years of customer service experience to get started here. If you're good with words, care about doing a great job, and want the freedom to work from home without phone calls or meetings, this job is made for you. You'll be trained, supported, and rewarded for consistency—not credentials.

Applicant Questions Answered

Do I need experience or a degree?
No. You'll be trained on everything you need, and we hire based on writing quality, not background.

Will I need to be on calls or video meetings?
Never. This is a chat- and email-only position. All support and internal

communication are text-based.

Is this a flexible role?
Yes. You'll choose from available shifts and work the same hours weekly. We offer morning, evening, and weekend options.

Can I apply from outside the U.S.?
Yes. This job is open internationally, provided your English is fluent and your connection is stable.

How soon can I start?
Most accepted candidates begin training within 5–7 business days of application.

Next Steps to Apply
Submit your application now to join the next training group. We're hiring on a rolling basis, and slots fill quickly. Start building a professional remote career today—no degree, no experience, and no calls required. Apply today.

Disclosure