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APPLY NOW

Chat Support Job – Remote Messaging Role | \$25–\$35/hr

Description

Job Title: Remote Customer Chat Support Specialist

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

Location: Fully remote; open to applicants worldwide

Schedule: Set your own hours with flexible shift blocks

Experience Required: None; we provide full onboarding and paid training

Education Required: High school diploma or equivalent preferred, not required

Position Overview

A rapidly growing online subscription box service in the self-care and lifestyle space is expanding its remote customer team and seeking a dependable Chat Support Specialist. If you're hunting for a chat support job that allows you to earn from home with zero calls, zero upselling, and no cold outreach, this role is built for you. Your main responsibility will be handling inbound support conversations via live chat—guiding users through common questions, sending help links, applying coupon codes, and keeping customers happy. This is a pure messaging job—no phone work or video calls required.

What You'll Be Doing

- Managing incoming support requests via a browser-based chat tool
- Answering customer questions using prepared resources and FAQs
- Resolving basic account issues, including logins, shipping status, and subscription help
- Recommending helpful articles or promotions when appropriate
- Tagging and escalating technical issues to internal Tier 2 support teams
- Updating CRM fields with quick summaries of resolved chats
- Participating in weekly remote standups with team leads for updates and announcements

Why This Role is a Fit

You're searching for a chat support job because you prefer typing over talking. You want the freedom to set your schedule and work without interruptions. You may have experience in retail, hospitality, or another customer-facing field—but you're ready to shift to online work. You don't want to deal with angry phone calls or upsell quotas. You want a reliable job with real pay, tangible structure, and the ability to work from home on your own time.

What You'll Need

- A laptop or desktop with at least 8GB RAM and a modern web browser
- Internet connection with consistent download/upload speeds of 10 Mbps or higher
- Ability to manage 2–3 live chats at once using web-based software
- Typing speed of 40+ words per minute preferred, with strong grammar
- A quiet home workspace with minimal background distractions
- Willingness to follow structured chat flows and response guides

Pay & Shift Info

Starting pay is \$25/hr during your first 30 days. After successful onboarding and

Hiring organization

Entry Level Remote Jobs

Employment Type

Full-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland

Base Salary

\$ 25 - \$ 35

Date posted

April 21, 2025

Valid through

01.01.2029

review, performance-based increases push your rate up to \$35/hr. We offer full flexibility—you choose 4-hour, 6-hour, or 8-hour shifts using our self-scheduling portal. Shifts are filled on a weekly basis. Training is conducted online and includes guided simulations and dashboard walkthroughs. Bonuses are available for consistency and quality scores.

Sample Shift Flow

You start your shift at 11 AM and check into the live dashboard. Three chats come in: one customer asks how to pause their subscription, another can't find their welcome email, and the third needs a tracking link for a late order. You use the knowledge base to guide each response and close all three chats within 15 minutes. After an hour, you take a scheduled 15-minute break. Back at your station, you handle a few more chats, note a bug in the checkout flow, and log it using the internal feedback form. You clock out just after 3 PM, leaving behind no unresolved tickets.

What Current Agents Say

"This chat support job helped me transition out of restaurant work. I get to stay home, work early mornings, and pick up hours when I want. The scripts are easy to use and the dashboard is smooth." – Rachel F., Portland, OR

"I love that I never have to be on the phone. The chat system keeps everything fast-paced but manageable. Pay is always on time and team leads are helpful but not overbearing." – Carlos T., Toronto, ON

FAQs

Is this job open to international applicants?

Yes. As long as you have a reliable internet connection and meet the technical setup, you're eligible.

Do I need previous experience?

Not at all. Many successful reps come from hospitality, retail, or admin work. We train you.

How are hours scheduled?

You'll select shifts inside our online agent portal. Choose the times that work best for you.

Will I be required to talk to customers on the phone?

No. This job is fully chat-based. There are no phone or video responsibilities.

Can I move up in the company?

Yes. There are growth opportunities in QA review, content curation, and chat team leadership.

Apply Now

Click the Apply Now button to start your shift with one of the most flexible and legitimate chat support job opportunities available online. Weekly pay, clear expectations, and total freedom. Apply today and begin onboarding this week.

Visit Site

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