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## Customer Messaging Liaison – Online – \$25–\$35/Hour – New-Worker-Friendly – No Prior Experience Required – Chat Positions Online

### Description

**Role Overview** This is a paid opportunity to join the remote workforce as a Client Messaging Liaison, a role designed for strong communicators who want to work from home without phone calls or prior experience. Compensation ranges from \$25 to \$35 per hour, and no degree is needed. You'll be supporting customers through real-time messaging systems, using your written skills to solve problems, answer questions, and ensure a positive experience—entirely through chat and email. Whether you're looking to start a new career path or need a flexible, remote-first job, this could be your ideal entry point. **The Client & What You'll Be Doing** The client is a support services firm that helps digital companies provide always-on customer care. Their partners range from skincare brands to SaaS startups, and what they have in common is the need for sharp, empathetic writing to keep customers satisfied. Your task is to manage message threads coming in from live chat and email, address customer concerns using brand-provided tools, and communicate solutions clearly and efficiently—all while maintaining a tone that aligns with the brand's personality. There are no sales quotas, no cold outreach, and no calls—just clean, effective customer communication. **Primary Job Tasks**

- Manage live chat sessions by answering customer inquiries in real time, ranging from account access problems to return policy questions.
- Respond to tickets submitted by email, ensuring the replies are complete, friendly, and aligned with the client's tone guidelines.
- Research customer accounts within a CRM to identify previous issues and provide context-aware assistance.
- Apply macros and saved replies to respond quickly, but edit as needed so your messages feel tailored, not automated.
- Maintain an average response time below client benchmarks and ensure messages are proofread before sending.
- Escalate unusual problems, system bugs, or high-sensitivity concerns through an internal tagging process.
- Update knowledge base documents or internal troubleshooting logs when new patterns emerge.
- Work collaboratively through shared chat channels with quality leads, documentation editors, and fellow support agents.
- Keep your dashboard organized, tagging conversations for closure, escalation, or tracking.
- Prioritize customer satisfaction by always addressing tone, clarity, and completeness in every message.
- Submit a summary report at the end of each shift with metrics, unresolved conversations, and flagged concerns.

### Hiring organization

Work From Home Tech Jobs

### Base Salary

\$ 25 - \$ 35

### Industry

Customer Service

### Job Location

Remote work possible

### Date posted

September 21, 2025

### Valid through

01.01.2029

- Stay up-to-date on client announcements that may impact product availability, policy shifts, or promotions.

**A Typical Shift Breakdown**  
**Early Shift Tasks** Start by scanning the client's internal alerts—these cover product updates, flagged tickets, or issues from previous shifts. Warm up with a few email replies before opening the chat queue.  
**Mid-Shift Responsibilities** This is where multitasking kicks in. You'll be juggling multiple customer chats while also replying to email tickets as they queue. You'll rely on your internal notes and macros to maintain speed and consistency, while still taking time to personalize each reply.  
**Closing Hour** Wrap up open conversations, ensure anything unresolved is documented clearly for the next shift, and fill out your performance log. This includes noting down any recurring issues you saw or feedback you believe would improve templates.  
**Who We're Looking For**

- No degree or previous job history required
- Able to write quickly and clearly in English
- Calm under pressure and attentive to tone and structure
- Self-sufficient and capable of staying on task without supervision
- Comfortable with browsers, web-based dashboards, and CRM tools
- Strong reading comprehension—you'll often need to follow detailed product guides
- Detail-oriented, with a focus on accuracy and tone in written replies
- Available 15+ hours per week
- A reliable home internet connection and personal computer setup
- Willing to receive regular written coaching from peers and leads

**Tips for Performing at a High Level**  
**Mastering the Message** Templates are helpful, but great agents know when to break the mold. Avoid robotic responses and instead imagine how you'd talk to a friend in the same situation—then adjust for professionalism.  
**Knowing the Material** No one expects you to memorize every policy, but you should know how to search documentation quickly. Speed isn't just typing—it's problem-solving with precision.  
**Keeping Your Cool** Sometimes customers are upset. You'll be trained to handle that—focus on resolution, stay polite, and let your professionalism turn tension into trust.  
**Managing Your Flow** Don't rush. It's better to send one thoughtful message than three hurried ones. You'll find a rhythm between chats and emails once you've settled into your schedule.  
**Working in Writing** This job is asynchronous by design. There are no live meetings, so you'll need to rely on written updates, checklists, and dashboards. Read carefully, respond clearly, and don't hesitate to flag confusion.  
**Getting Started with the Client Application Process** Send in a brief resume and a one-paragraph note on why you're a good fit. You'll then be directed to a short writing test.  
**Skill Evaluation** You'll complete a chat simulation in a timed browser environment. No special software needed. We're testing for tone, problem-solving, and clarity.  
**Onboarding and Setup** Training is delivered through video walkthroughs and interactive documents. It's self-paced, takes 3–4 days, and is fully paid.  
**Trial Work Window** Your first 10 shifts are a trial period where you'll receive near-daily coaching and performance reviews. You'll get written suggestions and resources to improve quickly.  
**Full Assignment Rollout** After the trial period, you'll be moved into the regular team queue with access to bonuses, cross-training, and client-specific advancement tracks.  
**Workplace Environment** This company runs entirely online with a documentation-first approach. Agents, editors, leads, and developers collaborate through written updates, Slack channels, and shared wikis. No meetings, no phone calls, and no daily check-ins. What matters is that you deliver consistently excellent customer communication in writing.  
**Perks and Extras**

- Fully remote, flexible location
- Set your own hours from available shift blocks
- Paid training and onboarding
- Bonuses tied to quality and productivity
- Access to Grammarly Premium and advanced text tools
- Equipment stipends after 30 days
- Peer mentorship and promotion tracks
- No phone calls—ever

**Why This Role May Be the Right Fit for You** You want structure without micromanagement. You want real pay without pointless meetings. You want to work from home without needing a resume that “proves” your worth. This job gives you all of that and more: a quiet environment, a clear set of expectations, and meaningful growth opportunities—all through the power of writing.

**Applicant Questions Answered**

**Will I be expected to speak on the phone?** No. This is a strict text-only role—chat and email support only.

**Can I apply without customer service experience?** Yes. If you can write clearly and follow instructions, you’re already halfway there.

**Do I need to be in the United States?** No. This is a global position. As long as your English writing is fluent and your internet is reliable, you’re eligible.

**Is training really paid?** Yes. All time spent in official training modules is compensated at the regular hourly rate.

**Can I choose my own schedule?** You’ll choose from available shifts. Once confirmed, we ask that you stick to the same hours week to week for consistency.

**What if I need help during a shift?** You’ll have access to live support through internal chat threads, documentation channels, and shift leads. All questions are answered in writing.

**Next Steps to Apply** Click below to send your resume and begin the writing task. This is a first-come, first-reviewed process. The sooner you apply, the sooner you could be starting your fully remote chat job—with pay, training, and flexibility built in.

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