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Customer Messaging Assistant – Entry-Level Remote Role – \$25–\$35/Hour – No Experience Needed – Online Chat Support Jobs From Home

Description

Role Overview

A major global customer solutions provider is hiring for the position of Customer Messaging Assistant. This fully remote job pays \$25–\$35 per hour and requires no college degree or previous experience. You will provide real-time assistance to users via live chat and asynchronous email. All communications will be written—there are no phone calls involved. With paid onboarding, flexible shifts, and a growth-oriented environment, this role is designed for newcomers to the remote support space who want a stable, entry-level path into digital work.

The Client & What You'll Be Doing

Our client is a well-established service outsourcing partner that works with streaming platforms, digital education providers, mobile apps, and subscription services. They are expanding their support operations and need new team members to assist customers who contact via web chat or support inboxes. You'll be resolving questions about login access, plan changes, billing issues, account settings, and more. With robust training and internal templates, you'll have the tools to handle most cases from day one—no technical background required.

Primary Job Tasks

- Monitor incoming messages through a browser-based chat queue and respond promptly to customer inquiries.
- Resolve support tickets via email, ensuring each reply meets quality, tone, and accuracy standards.
- Use the internal CRM to view customer history, adjust settings, and annotate conversations for context.
- Apply prewritten templates and snippets to common issues while ensuring all messages are properly personalized.
- Escalate any policy violations, payment failures, or technical breakdowns using the internal tagging system.
- Log all interactions with precise notes for cross-shift continuity and team clarity.
- Review updates and known issues each shift to stay aligned with the latest product knowledge.
- Help streamline internal communication by submitting suggestions for updated templates or improved workflows.
- Participate in optional self-guided learning modules that expand support expertise and typing skills.
- Communicate asynchronously with support leads and editors for feedback

Hiring organization

Entry Level Remote Jobs

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland; 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; District of Columbia; American Samoa; Guam; Northern Mariana Islands; Puerto Rico; U.S. Virgin Islands

and performance tracking.

- Submit a daily wrap-up report at the end of your shift detailing your ticket count, any escalations, and customer sentiment trends.
- Comply with data privacy guidelines and company policies in all interactions.

Base Salary

\$ 25 - \$ 35

A Typical Shift Breakdown**Date posted**

May 28, 2025

Start of Day

You'll log into the chat dashboard, check alerts for priority cases or system issues, and begin clearing queued email support tickets.

Valid through

01.01.2029

During Peak Hours

You'll juggle multiple live chat threads—most are common issues like billing disputes, login failures, or feature walkthroughs.

Shift End

You'll tag unresolved issues, document notes, and complete your performance recap. Optional self-assessments are available to help track improvement.

Who We're Looking For

- No degree, certificate, or prior work experience needed
- Excellent English writing and grammar skills
- Can type at least 40 words per minute comfortably
- Able to manage browser tabs, dashboards, and templated tools
- Detail-focused and organized in written responses
- Owns a reliable laptop or desktop and high-speed internet (25 Mbps+)
- Self-starter capable of working solo with minimal supervision
- Available to work 15–40 hours weekly on a set schedule
- Responds positively to feedback and coaching
- Enjoys solving problems and writing clearly under pressure

Tips for Performing at a High Level**Use Structure in Your Responses**

Start with a greeting, then clarify the issue, offer a solution, and sign off. Structure keeps your writing fast and clear.

Stick to the Script—But Make It Human

Templates save time but should never sound robotic. A little customization shows customers you care.

Avoid the “Wall of Text”

Keep answers tight, clean, and skimmable. Short paragraphs are better than long blocks.

Clarify When You Don't Know

If a customer asks something unusual, confirm what you can and escalate right away. Don't guess.

Use Your Tools

The platform includes grammar checkers, template builders, and live alerts—these exist to make your job easier.

Getting Started with the Client

Step 1: Application Submission

Submit your resume or quick application online. Include your availability and a few sentences about your interest in remote support.

Step 2: Typing and Writing Skills Assessment

You'll take a quick test that evaluates grammar, speed, and sample message composition.

Step 3: Mock Support Simulation

Participate in a scenario-based test using the real client interface. Respond to simulated customer messages.

Step 4: Paid Remote Training

Successful candidates join a training cohort. Modules are self-paced and walk through tools, tone, response templates, and escalation procedures.

Step 5: Supervised Trial Period

You'll complete 10 monitored shifts with feedback provided after each session. Performance is evaluated based on clarity, speed, tone, and consistency.

Step 6: Shift Assignment and Ongoing Support

Once approved, you'll receive a weekly shift schedule, unlock bonus eligibility, and access to long-term support pathways.

Workplace Environment

There are no required meetings or calls—just written communication. Everything is asynchronous, structured, and respectful of quiet, focused work. Support leads and team members collaborate via chat, and all learning is self-guided and tracked. The company places high value on documentation, independence, and personal accountability.

Perks and Extras

- Fully remote onboarding
- Weekly or biweekly pay
- No commute, no video meetings, no phone calls
- Performance incentives and surprise bonuses
- Grammarly Pro and other support tools included
- Shift flexibility with options to increase hours over time
- International candidates welcome
- Home office equipment stipend after 45 days
- Promotion pathways for writers, coaches, and QA specialists

Why This Role May Be the Right Fit for You

You're looking for a dependable remote job that values writing, not speaking. You don't want to cold-call, upsell, or deal with customers by phone. You want paid training, real skills, and steady income—without being micromanaged or judged for not having a degree. This position offers all that and more, giving you a chance to start a professional support career without needing prior experience.

Applicant Questions Answered**Is this job truly entry-level?**

Yes. You will receive training and coaching tailored for total beginners. There is no expectation of customer support history.

Can I apply from outside the U.S.?

Yes. This role is open globally. If you meet the typing and connectivity standards, you're eligible to apply.

Is phone or video communication required?

No. This job is entirely chat and email. You'll never need to make or take calls.

How fast will I get paid?

Pay schedules are weekly or biweekly depending on your location. Training and trial shifts are also paid.

Are the hours flexible?

You'll pick preferred shift windows. While your schedule is set in advance, there's flexibility in choosing your hours.

Next Steps to Apply

Don't wait—positions are filling quickly. Submit your application today and complete the skills test to be considered for the next training cohort. If you're ready for a real work-from-home job with no degree, no experience, and no phone calls—this is your entry point. Apply now.



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