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Customer Service Chat Jobs – Remote Support Role | \$25–\$35/hr

Description

Job Title: Online Customer Messaging Specialist

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

Location: Fully remote – available globally

Schedule: Flexible hours, choose your preferred blocks weekly

Experience Required: No previous experience required

Education Required: No college degree necessary

About the Role

A growing subscription-based skincare brand is hiring remote support professionals for non-phone **customer service chat jobs**. This position is ideal for those who prefer written communication, want to avoid sales pressure, and are ready to work independently. You'll handle live messages from customers seeking help with their orders, discount codes, or product recommendations—no outbound calls, no cold sales, no scripts to memorize. If you enjoy helping people and solving simple problems without speaking on the phone, this is the perfect opportunity to get started from home.

Your Daily Responsibilities

- Respond to customers via a live chat dashboard with pre-approved replies and helpful links
- Assist with order tracking, product selection, and refund requests
- Apply promotional codes and explain eligibility for current deals
- Troubleshoot login issues or delays in processing
- Forward technical concerns to internal departments when needed
- Use chat tagging protocols to categorize and close each session
- Maintain a courteous tone in every interaction while staying within guidelines

Why This Might Be a Perfect Fit

If you're exploring **customer service chat jobs** because you need flexibility, you dislike noisy phone calls, or you want real structure without micromanagement—this is a rare chance to step into a supportive, well-paying remote role. Whether you're a student, caregiver, traveler, or simply tired of customer support burnout, this chat-only environment gives you space to thrive.

Tools and Tech You'll Need

- Laptop or desktop computer (Windows or MacOS)
- Reliable high-speed internet (minimum 10 Mbps)
- Browser: Chrome or Firefox
- Typing skills of 45 WPM or more with clear written communication
- Basic familiarity with Gmail, Google Docs, and switching between browser tabs

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

– Quiet workspace where you can focus during active shifts

Compensation, Hours & Advancement

New team members start at \$25/hr during their first 14 days. Agents who maintain a 90% resolution score move to \$30–\$35/hr tier by week three. Shifts are available every day of the week and scheduled using our internal dashboard. Most agents select between 3–6 hour blocks depending on their availability. Overtime is not required. Paid training includes video tutorials, chat simulations, and one-on-one feedback with a team coordinator. Promotions to QA or mentoring roles available after 60 days.

A Day in the Life

Let's say your shift begins at 10:00 AM. You log into the chat queue and are immediately connected with a customer asking for help applying a first-time buyer coupon. You verify their eligibility and walk them through checkout. The next customer can't locate their order email—you resend the confirmation and offer to track the package in real time. Another user needs help selecting the right skincare formula based on a short quiz—you guide them to the product match page. By the end of your 5-hour block, you've resolved 27 chats with high satisfaction ratings and clock out with zero escalations.

What Team Members Are Saying

"I love how calm this job feels. I can listen to quiet music while I work and never get interrupted by phone calls. I make more here than I did in retail and actually feel appreciated." – *Nina L., Ontario, CA*

"This gave me the flexibility to work nights and finish school. It's not a scam, it's not a grind, and I'm never pressured to upsell or hit crazy goals. Just log in, help people, get paid." – *Devon C., Atlanta, GA*

Common Questions

Do I need a headset or microphone?

Nope. This is a fully chat-based role—no voice, no video.

Can I work part-time hours?

Yes, you can choose as few as 15 hours per week if you prefer.

Are there any startup fees or equipment costs?

None. We only require that you already own your own laptop and internet connection.

Do I have to live in the U.S.?

Not at all. This role is available worldwide as long as you meet the tech and language requirements.

Is this a contract or employee position?

This is a contract role. You'll be paid weekly for your completed shifts and hours.

Start Your Application Today

Click the Apply Now button to join one of the most flexible and legitimate **customer service chat jobs** available online. You'll work when you want, earn weekly pay, and never pick up a phone again. Start onboarding today and take your first shift this week.

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