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Digital Chat Response Representative – Online – \$25–\$35/Hour – No College Degree Needed – Online Chat Support Positions Hiring Now

Description

Role OverviewWe're actively hiring Digital Chat Response Agents for immediate remote openings with pay ranging from \$25 to \$35 per hour. This is an entry-level position requiring no prior experience or college degree. All work is performed online, with communication strictly limited to live chat and email—no phone calls or video meetings. If you're ready to start working from home with a stable income, flexible hours, and full training, this is your opportunity to join a team of digital-first support professionals.**The Client & What You'll Be Doing**Our client is a fast-growing customer experience platform serving digital brands in the ecommerce, lifestyle, and subscription service spaces. These companies count on fast, friendly, and accurate support delivered entirely through written communication. As a Digital Chat Response Agent, your job is to assist customers by answering live chat messages and resolving tickets submitted via email. You'll help customers reset passwords, update account settings, track orders, process refunds, and navigate basic product features—all while maintaining the brand's voice and service standards.**Primary Job Tasks**

- Manage multiple concurrent live chats, responding to customer questions and issues with calm, clear, and helpful messaging.
- Review and respond to incoming customer emails, using templates where applicable and adjusting for tone and accuracy.
- Access the client's CRM to view customer history, process actions, and log internal notes for every interaction.
- Use saved replies and macros to speed up responses, while customizing each reply for personalization and relevance.
- Stay within service-level expectations, such as replying to new chats in under 60 seconds and resolving email tickets within 30–45 minutes.
- Escalate unresolved issues using a tagging system that clearly explains the customer's concern and attempted resolution.
- Participate in ongoing updates and training via written communication—no Zoom, no calls, no live meetings.
- Contribute to quality improvement by identifying unclear templates, broken workflows, or repeat customer issues.
- Complete shift recaps that detail performance, unresolved tickets, and insights that could help improve customer satisfaction.
- Uphold the brand tone in every message—whether the customer is frustrated, confused, or just checking a status.
- Follow onboarding documentation for each product line supported and adhere to internal formatting standards.

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

A Typical Shift Breakdown
Beginning Your ShiftYou'll check the internal dashboard for updates and review any flagged tickets or system notices. After that, open your chat and email platforms and begin processing queued messages.
Mid-Shift Peak HoursDuring this window, you'll be balancing several active chat sessions with incoming emails. Most inquiries are routine—product info, billing corrections, account changes—and you'll use quick replies and search tools to keep up.
End of Shift Wrap-UpClose open conversations, update unresolved ticket statuses, and leave internal notes summarizing what's needed next. Submit a quick shift log via the team dashboard to keep everything on track for the next rep.
Who We're Looking For

- No experience needed—entry-level welcome
- No degree or academic background required
- Proficient written English communication
- Typing speed of 40+ WPM
- Friendly, focused, and respectful tone when communicating
- Able to multitask in multiple browser windows/tabs
- Self-motivated and dependable working from home
- Strong attention to detail with a professional writing style
- Familiarity with using web-based tools, forms, or dashboards
- Available for a minimum of 15 hours/week; more available based on performance
- Access to a personal computer and high-speed internet connection

Tips for Performing at a High Level
Keep It SimpleCustomers prefer easy-to-read responses. Use short sentences, skip jargon, and get to the point while maintaining a polite tone.
Think Like the CustomerAnticipate what the customer is really asking, and answer that before they ask again. This reduces back-and-forth and increases satisfaction.
Pace, Don't PanicHandling 3–4 chats at once is normal. Take notes in each thread, use internal tags, and check each reply for accuracy before sending.
Stick to the GuidelinesEvery client has a tone. Some are fun, some are formal. You'll be trained on each one—follow the examples provided and you'll do great.
Track Feedback and Apply ItEach shift may come with a quick review. Apply the suggestions right away, and you'll hit bonus metrics faster than most new agents.
Getting Started with the Client
Step 1: Apply OnlineSubmit a basic resume and provide your availability and home tech setup
Step 2: Writing & Typing AssessmentYou'll complete a two-part evaluation: a typing speed test and a short chat/email simulation to assess tone, accuracy, and structure
Step 3: Live Simulation SessionSelected applicants are invited to a browser-based mock shift where you'll manage chat threads in a real-time simulator
Step 4: Remote Training (Paid)Training lasts 3–4 days. All materials are digital. You'll learn CRM navigation, escalation processes, reply formatting, and tone best practices
Step 5: Performance Trial PeriodFor your first 10 shifts, you'll work under enhanced review. Daily written coaching will help you improve fast
Step 6: Assignment and Promotion PathUpon completion, you'll receive a regular shift schedule and unlock eligibility for team-based bonuses, content editing roles, or quality assurance reviews.
Workplace EnvironmentThis is a quiet, text-based environment. No calls. No video. All updates, coaching, and communication happens in writing. You'll use platforms like Slack, Notion, and HelpScout to stay connected. Work is assigned, tracked, and rewarded based on writing—not who talks the most in meetings
Perks and Extras

- Paid training
- No phone, voice, or video communication
- Flexible scheduling with part-time and full-time availability
- Performance bonuses tied to quality, not volume
- Access to writing improvement tools

- Monthly peer recognition and rewards
- Global access—international applicants welcome
- Equipment stipend available after 30 days

Why This Role May Be the Right Fit for You Whether you're new to remote work or just tired of gatekeeping in the job market, this opportunity gives you the chance to earn well, work from anywhere, and improve valuable skills—all without needing a degree or resume full of experience. If you enjoy writing, can stay focused, and care about helping people, this job is designed for you.

Applicant Questions Answered

Is this job voice- or phone-based? No. It's 100% chat and email. You'll never make or receive a phone call.

Is there any required experience? None. You'll be trained on everything during onboarding.

Can I work outside the U.S.? Yes. This is a global position for fluent English writers with strong internet access.

How quickly can I start? Most accepted candidates begin training within 3–5 business days.

What kind of equipment is needed? A laptop or desktop with modern browser access and internet speed of at least 25 Mbps.

Next Steps to Apply Click below to apply. Complete the brief assessment to demonstrate your communication skills. Positions fill quickly, so apply now to secure your spot and start your journey in remote chat support—no degree or experience required.

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