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Digital Chat Support Assistant – Online – \$25–\$35/Hour – No College Degree or Prior Experience Needed – Entry-Level – Online Chat Positions from Anywhere

Description

Role OverviewWe are hiring Digital Chat Support Assistants for a remote position paying \$25 to \$35 per hour. This entry-level opportunity requires no prior work experience or educational background. You'll be working entirely online, assisting customers through written chat and email—no phone calls or meetings involved. If you're looking for a flexible, stable remote job that values writing skills over credentials, this role provides the tools, training, and pay to launch your digital support career from anywhere.**The Client & What You'll Be Doing**Our client is a customer service operations provider that supports software platforms, ecommerce brands, and online services. These companies depend on quick, professional, and friendly support through non-voice channels. As a Digital Chat Support Assistant, you'll be responding to live chat messages and support emails, helping customers with login issues, order concerns, feature walkthroughs, and account updates. You'll use internal resources and documentation to ensure accurate, on-brand communication at all times.**Primary Job Tasks**

- Monitor and manage incoming live chat threads, offering real-time solutions to customers in a calm and professional tone.
- Respond to queued email tickets using client-approved templates and documentation, customizing for clarity and empathy.
- Look up customer history and account information using internal CRM tools.
- Use macros to handle common requests efficiently while avoiding robotic replies.
- Escalate complex or sensitive issues using ticket tags and written summaries for handoff to other teams.
- Stay informed of product updates, feature releases, or known bugs by reviewing internal bulletins before each shift.
- Maintain service-level response times and meet quality assurance standards for formatting, tone, and resolution.
- Participate in writing improvement reviews and apply feedback to improve response structure and accuracy.
- Submit a brief shift summary to the internal dashboard, highlighting total tickets handled and any outstanding follow-ups.
- Communicate with your team via Slack or project management tools—there are no calls or live meetings.
- Suggest updates to help articles or saved replies when new trends in support tickets are identified.
- Contribute to a helpful, friendly customer experience through every interaction, regardless of complexity.

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 Before You Begin Log into the support dashboard and review any internal updates. Prioritize urgent tickets and begin by clearing outstanding email messages. **Mid-Shift Flow** Manage several live chat sessions while continuing to respond to queued emails. Most issues are simple: tracking requests, login errors, or user setup questions. Use templates and support docs to keep pace. **End-of-Shift Tasks** Close or tag open tickets, escalate unresolved cases, and submit a shift report that summarizes performance and issues encountered. **Who We're Looking For**

- No degree or experience required
- Typing speed of at least 40 WPM recommended
- Clear, confident writing in English with a helpful tone
- Comfortable using multiple tabs and browser-based tools
- Self-starter who can manage workflow without supervision
- Available to work at least 15 hours per week on a consistent schedule
- Owns a reliable laptop or desktop with 25 Mbps+ internet speed
- Detail-oriented and capable of following strict formatting standards
- Open to ongoing coaching and responsive to written performance feedback
- Able to stay organized while handling multiple conversations at once

Tips for Performing at a High Level Match Tone to Context Not every issue is urgent or serious. Use a friendly, casual tone for common issues—but know how to shift to a more formal tone for billing or compliance matters. **Don't Overthink It—Follow the Docs** If you're ever unsure, search the internal help center. Most answers are there. You don't have to guess or improvise. **Think Before You Send** Quick doesn't mean sloppy. Read every message twice before hitting send. Typos and tone mistakes can cause confusion. **Use Internal Tags Religiously** Your shift summary is only useful if your tickets are properly tagged. The next agent—and the customer—depend on that clarity. **Grow Through Feedback** Performance scores are shared weekly. Apply what you learn, and your chat speed, quality, and bonus eligibility will all increase. **Getting Started with the Client** **Step 1: Submit Your Application** Apply with a resume or availability summary. Be sure to confirm your location, working hours, and internet/device specs. **Step 2: Skills Assessment** Take a timed test including a typing speed check, grammar review, and mock ticket writing. **Step 3: Live Chat Simulation** You'll complete a realistic chat session where you respond to customer inquiries using a provided dashboard. All responses are scored for tone, speed, and structure. **Step 4: Paid Training** Training runs for 3–4 business days and is fully remote and paid. You'll complete exercises in tone, ticket formatting, and macro use. **Step 5: Trial Work Period** New hires complete 10 trial shifts with daily QA reviews and coaching. You'll receive a scorecard and written guidance to improve daily. **Step 6: Ongoing Assignment** Once passed, you'll receive weekly shifts, access to bonuses, and pathways to promotions in QA or team editing. **Workplace Environment** This is a fully text-based work environment. There are no meetings, no Zoom calls, and no phone responsibilities. All internal communication is handled through written platforms like Notion, Slack, and your support dashboard. If you're disciplined, focused, and prefer working alone, you'll thrive here. **Perks and Extras**

- Paid onboarding
- Global eligibility
- Flexible hours with set shift consistency
- No phone, voice, or video work
- Weekly pay options in supported countries
- Grammarly Premium and chat optimization tools
- Monthly bonus program for quality and ticket resolution
- Career advancement into QA, documentation, and coaching roles
- Equipment stipend available after 30 days

Why This Role May Be the Right Fit for You Whether you're reentering the workforce, balancing other responsibilities, or simply want to build an online career without barriers—this role is designed for you. You'll be evaluated on what you produce, not where you've been. If you can write clearly, follow instructions, and care about helping others—you'll do well here, no phone calls required.

Applicant Questions Answered

Is this a phone or Zoom job? No. This is strictly chat and email support. No calls, ever.

Can I apply if I have no experience? Yes. We're looking for writing skill and professionalism, not job history.

Do I need to live in the U.S.? No. This is a remote global role. As long as you meet language and connectivity requirements, you're eligible.

When will I get paid? You'll be paid weekly or biweekly, depending on your country. Training is also paid.

Next Steps to Apply Submit your application today to begin the writing assessment. New training groups start weekly. If you're ready to work remotely, support customers, and grow your income through writing—this is your chance. Apply now.



APPLY NOW

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