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## Entry-Level Chat Assistant Job – Remote Position with Flexible Hours

### Description

### Position Summary

A leading international customer experience provider is expanding its remote team and currently hiring for Entry-Level Chat Assistant positions. This role is fully remote, requires no previous experience, and does not require a degree. It's an ideal opportunity for anyone seeking a work-from-home job that offers dependable income, schedule flexibility, and a supportive onboarding experience—all while communicating through written chat only. As a Chat Assistant, you will manage inbound text conversations from customers through live chat platforms. You'll help with basic support requests such as tracking orders, troubleshooting account access, answering product questions, and sharing promotional offers. This is a non-phone role—everything happens through messaging. The company provides thorough training, and support is available around the clock to ensure new hires succeed regardless of background or prior experience.

### What You'll Be Doing

#### Supporting Customers via Live Chat

Respond to incoming chat requests on a web-based platform. Customers typically need assistance with orders, product features, account issues, or general inquiries.

#### Using Built-In Tools to Respond Efficiently

Prewritten replies, macros, and suggested responses will be available to help streamline your communication. You'll personalize responses as needed but won't be writing everything from scratch.

#### Maintaining High Service Quality

Your chats will be evaluated based on resolution time, customer satisfaction, and professionalism. You'll receive ongoing feedback to improve over time.

#### Escalating as Necessary

Some customer issues may require escalation to specialized teams. You'll be trained on how to properly tag and transfer these chats using the system's workflow tools.

### Hiring organization

Remote Customer Service Chat Jobs

### Base Salary

\$ 25 - \$ 35

### Industry

Customer Service

### Job Location

Remote work possible

### Date posted

September 21, 2025

### Valid through

01.01.2029

## A Day in the Life

Your workday begins by logging into the company's remote dashboard. As chat requests appear, you'll begin interacting with customers, handling 2–3 conversations at once depending on complexity. You'll have access to support materials and supervisor chat channels for any questions that come up. Breaks are flexible based on shift structure, and shifts can range from 4 to 8 hours depending on your availability and preference. The goal of each day is simple: assist customers quickly, clearly, and kindly using written chat alone.

## Required Skills & Qualifications

- No college degree required
- No previous customer service experience needed
- Fluent written communication skills in English
- Comfortable using chat tools and online interfaces
- Basic typing skills (30+ words per minute preferred)
- Quiet and distraction-free home workspace
- Reliable internet connection and personal computer

## How to Thrive in a Remote Role

### Stick to a Consistent Routine

Even with flexible scheduling, treating your role like a structured job helps maintain performance and consistency.

### Learn the Platform Inside and Out

Become familiar with templates, FAQs, and escalation paths early. This helps you resolve more chats faster—and builds confidence.

### Communicate with Your Team

Use internal team chat to ask for help, report issues, or clarify instructions. Even in a solo remote role, collaboration is encouraged and supported.

### Focus on Accuracy

Chat support rewards attention to detail. Double-check responses for clarity and relevance to ensure a better customer experience.

## Perks & Benefits

- Hourly pay starting at \$25, with top performers earning up to \$35/hour
- Fully remote—work from anywhere
- Flexible scheduling: part-time or full-time shifts available
- 100% chat-based—no phone or video calls
- Paid training and performance coaching included
- Weekly pay with transparent earnings tracking
- Bonuses and advancement for high-performing agents
- Supportive team environment with always-on help channels

## Frequently Asked Questions

## Is this a contract or full-time job?

This is a freelance/contract-based position with consistent hours and weekly pay. It's structured like a traditional job but with the flexibility of remote work.

## Do I have to talk to customers on the phone?

No. This is a chat-only role. All communication is done through live messaging—no phone, Zoom, or video is involved.

## Can I work this job from outside the U.S.?

Yes, this role is open to international applicants who can write fluently in English and meet the technical requirements.

## How quickly can I start?

Once accepted, onboarding typically begins within 3–5 business days. Training is completed online and can be finished in under a week.

## Is experience really not necessary?

Correct. If you're comfortable typing, reading English, and using a computer, you'll be trained in everything else you need to succeed.

## How to Apply

Start by submitting your application and completing the brief typing and communication assessments. Selected candidates will be contacted with onboarding instructions and credentials for the virtual training portal. No application fees, no phone interviews—just a streamlined and supportive path into a stable remote chat role.

## Why This Remote Job Is Perfect for You

This Entry-Level Chat Assistant job is designed for people looking to start their remote work journey without jumping through hoops. With no degree or experience needed, and a fully remote structure, it's accessible to anyone ready to work and learn. Whether you're a student, a stay-at-home parent, or someone changing careers, this job offers real income, real flexibility, and real-world skills you can take anywhere.

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