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Entry-Level Chat Assistant – Online Support Role – \$25–\$35/Hour – No Prior Experience Needed – Begin Working From Home Right Away

Description

Role Overview We're seeking applicants for an Entry-Level Chat Assistant role supporting a growing technology-focused client. This is a 100% remote position that pays \$25–\$35 per hour and requires no prior experience or formal education. You'll provide support entirely via chat and email—no phone work involved. With flexible scheduling, paid training, and full remote onboarding, this opportunity is ideal for individuals looking to start a legitimate work-from-home career with upward mobility and zero startup costs. **The Client & What You'll Be Doing** The client is a digital lifestyle platform offering software tools and online memberships to consumers and small businesses. As part of their growing support team, you'll serve as a first point of contact for customers looking for help with login issues, service features, subscription settings, and billing updates. All communication is written, handled via internal dashboards and messaging tools. You'll learn to use predefined templates, brand tone guidelines, and escalation procedures to resolve inquiries with clarity and professionalism—no tech background required. **Primary Job Tasks**

- Handle inbound live chat inquiries during assigned shifts, offering real-time assistance with common product questions, account updates, and subscription concerns.
- Respond to email-based support requests using internal tools and templates, ensuring timely and thoughtful replies that align with brand voice.
- Research and verify account details through the platform's CRM to ensure accuracy before resolving user issues.
- Customize saved responses to reflect a friendly and conversational tone while staying efficient and on-brand.
- Route unresolved or complex issues to technical specialists with detailed internal notes and ticket flags.
- Stay up to date on company products, platform features, and known bugs to ensure informed responses.
- Maintain performance targets for response time, ticket resolution rates, and customer satisfaction.
- Contribute to documentation updates by reporting trends or gaps in available macros and resources.
- Participate in text-based performance check-ins and apply feedback to improve workflow and clarity.
- Ensure strict adherence to data protection standards and confidentiality in all communication.
- Complete a daily recap form noting ticket stats, user feedback patterns, and any notable events from your shift.
- Support teammates asynchronously through knowledge sharing, internal

Hiring organization

Work From Home Customer Service Roles

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

February 2, 2025

Valid through

01.01.2029

comments, and collaborative tagging.

A Typical Shift Breakdown You'll log in, review the internal shift handoff from the prior rep, check for updated policy notes, and open your first few tickets for the day. **Mid-Shift Workload** You'll be managing multiple chat windows and resolving queued email tickets. Most inquiries will be routine, but a few may require creative problem-solving or escalation. **Wrapping Up** Close out open threads, leave notes for follow-up items, and complete your end-of-shift summary. Log daily stats and flag any unusual interactions for review. **Who We're Looking For**

- No degree or customer service background needed
- Strong command of written English and grammar
- Typing speed of at least 40 WPM
- Comfortable using modern web tools and dashboard interfaces
- Able to manage multiple threads simultaneously with calm and focus
- Reliable internet connection (25 Mbps minimum) and a personal computer (desktop or laptop)
- Detail-oriented and capable of maintaining tone consistency
- Self-motivated and responsive to written coaching
- Available 15–40 hours per week, including some weekend availability
- Willing to learn new platforms and product lines through guided modules

Tips for Performing at a High Level Double-check responses for grammar and clarity. Use tools like Grammarly (provided) to enhance quality and catch mistakes before sending. **Learning Product Details** Use the client knowledge base to quickly find answers. Familiarity leads to faster resolutions and better customer ratings. **Written Tone and Customer Care** Even with templates, always sound human. A personalized greeting or sign-off makes a big difference in customer trust. **Managing Live Workload** Set a pace early in your shift. Tackle email tickets between live chats and flag complex cases instead of dwelling too long. **Handling Remote Independence** Avoid distractions by creating a quiet workspace. Break larger tasks into blocks and follow your shift checklist. **Growing With Feedback** Apply reviewer notes after each shift. Use the insights to improve your first-pass resolution rate and message readability. **Getting Started with the Client** Initial Application Apply using the short online form. No resume or background check is required. **Written/Typing Skills Assessment** Take a 15-minute test that measures grammar, tone, accuracy, and typing speed. **Interview or Chat Simulation** Instead of a traditional interview, you'll complete a guided support simulation using common ticket types. **Remote Training (Paid)** All hires begin with a 4-day paid online training program, entirely asynchronous and designed to teach platform tools and templates. **Trial Period With Coaching** Complete 10 supervised shifts with daily feedback. Performance is tracked across tone, response speed, formatting, and customer resolution. **Ongoing Work Assignment** Once approved, you'll be offered a recurring schedule with flexibility, peer recognition opportunities, and monthly bonus eligibility. **Workplace Environment** This company operates asynchronously, with all communication happening via written channels. You'll never attend a video call or meeting. Expectations are clear, feedback is timely, and the pace is sustainable. Team culture is professional, friendly, and inclusive—built for people who prefer focus over noise. **Perks and Extras**

- Paid remote onboarding
- Flexible hours and recurring shifts
- International applicants welcome
- No video calls or phone work
- Weekly or biweekly pay

- Grammarly Pro subscription
- Work-from-anywhere policy
- Home office stipend after 30 days
- Learning and development library
- Peer shoutout bonuses and monthly awards

Why This Role May Be the Right Fit for You If you're looking for a genuine work-from-home job that values your writing ability over formal credentials, this is it. The Chat Assistant role offers structure, pay, and a clear path to success—without requiring phone calls, meetings, or past experience. Whether you're a recent graduate, career changer, or someone seeking flexible income, this position gives you a reliable way to earn remotely. **Applicant Questions Answered**

Is this a real job or a training program? This is a real job. You'll be paid hourly from your first shift, including during training. **Do I need a resume or experience?** No. As long as you can type clearly and follow instructions, you're eligible to apply. **What kind of support is available?** You'll have access to a dedicated support lead, asynchronous chat channels, and daily shift check-ins. **Are hours flexible?** Yes. You'll submit preferred time blocks and select shifts that align with your schedule. **Is this job available globally?** Yes. As long as you meet the typing, device, and internet requirements, international applicants are welcome. **Will I ever be on the phone or on camera?** Never. This is 100% written communication—email and chat only. **Next Steps to Apply** Submit your application using the short form provided. If selected, you'll receive a link to the typing and writing test within 24 hours. Positions are limited, and demand is high for this no-degree, no-experience remote role. Apply now and take the first step toward earning from home.

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