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Entry-Level Chat Support Specialist – Remote, No Degree Required

Description

Position Overview

A fast-growing SaaS provider is looking for Chat Support Specialists to join its remote customer success team. This 100% online role involves assisting users via live chat—helping them navigate the platform, troubleshoot common issues, and understand features. No previous experience or college degree is required; full training and script libraries are provided.

Key Responsibilities

Assist Users Through Live Chat

Engage with customers in real time via a browser-based chat interface. Your primary goal is to ensure users can accomplish their tasks smoothly—whether it's setting up an account, learning to use a new feature, or solving simple errors.

Leverage Prebuilt Response Tools

You'll rely on a robust repository of scripts, canned responses, and knowledge-base articles. These tools help you deliver consistent, accurate answers without needing deep technical expertise.

Maintain High Customer Satisfaction

Each interaction is scored on clarity, courtesy, and resolution effectiveness. You'll aim to resolve chats efficiently while leaving customers satisfied with their experience.

Escalate Advanced Issues

If a user presents a problem outside basic troubleshooting—such as data discrepancies or billing exceptions—you'll flag and transfer the conversation to specialized teams using built-in escalation workflows.

Who We're Looking For

- No degree or prior support experience necessary
- Strong written English communication skills

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

- Comfortable using web applications and following guided workflows
- Ability to type at least 30 words per minute
- Self-driven with an emphasis on clear, empathetic messaging

Work Environment & Schedule

- Fully remote—work from home or anywhere with a reliable internet connection
- Flexible shifts—mornings, evenings, weekends available
- Part-time and full-time options starting at 10 hours per week
- No phone or video calls—text-based communication only

Technical Requirements

- PC or Mac desktop/laptop (no mobile devices)
- 10 Mbps or higher internet download speed
- Modern web browser—Chrome or Firefox preferred

Compensation & Benefits

- Hourly rate up to \$35 based on shift and performance
- Weekly payments via direct deposit or online transfer
- Performance bonuses for quality metrics and user feedback
- Paid onboarding and continuous learning resources

Training & Onboarding

New hires complete a self-paced training program covering the chat platform, product basics, common user flows, and escalation protocols. Practice simulations ensure you're ready for live shifts, typically within 3–5 days of joining.

Why Join Us?

- Immediate remote work opportunity—no prior résumé required
- Structured support system with mentors and supervisors
- Opportunity to build digital customer success skills
- Clear career progression into senior support or product specialist roles

How to Apply

Complete a short assessment to verify your typing and communication skills, then begin your training journey. Upon successful onboarding, you'll start scheduled live chat shifts and begin earning up to \$35 per hour immediately.

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