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APPLY NOW

Entry-Level Live Chat Support – Remote Job with Flexible Hours

Description

Position Summary

Our client, a rapidly growing direct-to-consumer brand, is actively hiring for entry-level Live Chat Support roles. This fully remote position is ideal for those looking to begin working from home with no prior customer service experience or degree required. Whether you're seeking part-time work, a flexible side gig, or a stepping stone into the remote job market, this opportunity offers structure, training, and competitive hourly pay—all from the comfort of your home.

As a Live Chat Assistant, you'll be responsible for providing real-time support to customers through website-based chat. This includes answering questions, troubleshooting minor issues, and helping guide users through product pages or the checkout process. You'll never be required to make phone calls or appear on video. Every aspect of this role happens in writing through easy-to-use chat software with built-in guidance. It's a great way to earn a stable income online while building transferable communication and tech skills.

What You'll Be Doing

Responding to Website Visitors

You'll monitor the live chat system and reply to users as they browse the site. Questions might include product details, payment methods, or shipping timelines. You'll provide fast, friendly answers using templates and knowledge base articles.

Offering Support and Product Guidance

When customers are unsure what to buy or need assistance with the checkout process, you'll step in to help. You'll be trained on how to gently guide users toward the right options using a helpful—not pushy—approach.

Logging and Tagging Chats

Every conversation is logged in the system. You'll summarize key points, add the appropriate tags, and flag any unusual interactions so other team members can follow up if needed.

Escalating Complex Issues

Hiring organization

Remote Chat Support Positions No Degree

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland; Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; Georgia; Hawaii; Idaho; Illinois; Indiana; Iowa; Kansas; Kentucky; Louisiana; Maine; Maryland; Massachusetts; Michigan; Minnesota; Mississippi; Missouri; Montana; Nebraska; Nevada; New Hampshire; New Jersey; New Mexico; New York; North Carolina; North Dakota; Ohio; Oklahoma; Oregon; Pennsylvania; Rhode Island; South Carolina; South Dakota; Tennessee; Texas; Utah; Vermont; Virginia; Washington; West Virginia; Wisconsin; Wyoming; District of Columbia; American Samoa; Guam; Northern Mariana Islands; Puerto Rico; U.S. Virgin Islands

Not every problem can be solved during your shift. You'll be trained to recognize when an issue needs to be passed to another department—like billing or tech support—and how to do that quickly and accurately.

Collaborating with Your Virtual Team

Even though you're working independently, you're still part of a team. You'll stay connected through chat channels and have access to supervisors and QA coaches whenever questions arise.

A Day in the Life

After logging into your chat dashboard from home, you'll start handling live requests from customers. Throughout your shift, you may help someone find a product, answer a return policy question, or look up a tracking number. You'll use scripts, search the support library, and occasionally check in with your team lead. Breaks are self-managed, and metrics like response time and satisfaction score are visible in your dashboard so you can monitor your performance. Whether you choose to work mornings, evenings, or weekends, each day is predictable and productive—all without commuting or being stuck on the phone.

Required Skills & Qualifications

- No degree required
- No previous work experience necessary
- Comfortable typing and navigating between multiple browser tabs
- Clear written English and a helpful tone
- Reliable internet connection and access to a laptop or desktop
- Ability to manage time independently during shifts
- Willingness to learn company procedures and product information

How to Thrive in a Remote Role

Be Consistent with Your Schedule

Although the hours are flexible, choosing consistent time blocks helps you stay organized and build a dependable work habit. You'll earn more and perform better by sticking to a routine.

Make the Most of Support Tools

The chat platform provides everything you need—scripts, knowledge base access, and AI suggestions. Use them to streamline responses and ensure customer satisfaction.

Communicate with Confidence

Start with the templates, then personalize your tone to match the customer's mood. Always be courteous, responsive, and clear—even if the customer is frustrated.

Ask for Help When Needed

Your supervisors and peers are there to support you. If you're unsure how to respond or escalate something, don't hesitate to check in using internal chat.

Base Salary

\$ 25 - \$ 35

Date posted

June 25, 2025

Valid through

01.01.2029

Perks & Benefits

- Hourly pay of \$25–\$35 based on availability and performance
- Completely remote—work from anywhere with Wi-Fi
- Flexible scheduling with day, night, and weekend shifts available
- Paid onboarding and live training included
- No video meetings, phone calls, or in-person requirements
- Weekly payments and performance-based bonuses
- Opportunity to grow into QA, training, or shift leadership positions

Frequently Asked Questions

What kind of experience do I need?

None! This role is designed for beginners and includes all training. As long as you can type, follow instructions, and show up consistently, you'll do well.

Is this a chat-only job?

Yes. You'll never be asked to make or receive phone calls. All support is provided through live chat software. It's ideal for people who prefer text-based communication.

Do I need a college degree to qualify?

No. This role does not require any formal education or academic background. What matters most is your willingness to learn and your ability to write clearly and professionally.

Can I work part-time?

Yes. Part-time and full-time roles are available. You'll have flexibility in choosing your schedule and can adjust your hours as needed based on availability.

When can I start?

Most applicants begin paid training within 3–5 business days of submitting the initial interest form. You'll receive instructions for onboarding as soon as you're accepted into the program.

How to Apply

To get started, fill out the brief application form on the hiring portal. You'll be asked to verify your availability and internet access. If eligible, you'll be sent an invite to complete a short onboarding sequence that includes tutorials, scripts, and system walkthroughs. Once completed, you can begin picking up paid shifts immediately.

Why This Remote Job Is Perfect for You

This entry-level Live Chat Support role is one of the most accessible ways to start working remotely. It's structured, stable, and completely flexible—no degree, no experience, and no phone calls required. Whether you're between jobs, building a side income, or seeking a long-term remote opportunity, this position allows you to earn consistently while working from wherever you feel most productive. Apply today and launch your remote career on your own schedule.



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