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Entry-Level Remote Chat Support Role – Hiring Now with Flexible Hours

Description

Job Introduction

A fast-growing digital service company is expanding its virtual support team and currently hiring for an **Entry-Level Remote Chat Support** position. This role is fully remote, text-based, and suitable for individuals without previous customer service experience or a formal degree. Whether you're switching careers, working from home for the first time, or simply looking to earn up to \$35 per hour with flexibility, this opportunity offers a reliable entry point into the remote workforce. As a Chat Support Assistant, you'll help answer customer inquiries, troubleshoot product questions, and keep users engaged via live web chat—no phone calls or video meetings required. With a browser-based dashboard, guided response templates, and real-time support from your team, you'll be fully equipped to provide excellent service from day one. Onboarding is self-paced and simple: just click the **Apply Now** button to start your journey.

Key Functions and Responsibilities

Handle Incoming Chat Requests

You'll receive live messages from customers via a centralized chat platform. These messages can include product questions, account issues, or service-related inquiries. Your primary responsibility is to reply promptly using pre-approved response templates and escalation protocols.

Deliver Polished, Professional Responses

While you won't need to come up with custom responses for every message, you will need to maintain a warm, professional tone. Our tone guide and message library will help you represent client brands respectfully and consistently.

Document Chat Interactions

Each customer interaction is tagged and logged in our internal system. You'll use drop-down tags to classify issues and include brief notes summarizing the conversation, which helps supervisors and future agents review prior correspondence easily.

Identify Common Issues

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

If you start seeing trends (e.g., customers having trouble logging in after a recent software update), you'll log those insights to help the product team. While this is not a formal part of the role, proactive moderators are often selected for raises and priority scheduling.

Escalate Critical Issues

For more complex inquiries, you'll be trained to escalate to tier-2 support staff. This process is seamless—you'll click a button, apply the right label, and the ticket is routed instantly. Your job is to reassure the customer during this transition and provide an estimated response time.

What the Workday Looks Like

Before You Begin

- Log into the chat support dashboard from your desktop or laptop.
- Review the daily update bulletin—any new announcements or system changes will be listed here.
- Ensure your internet connection is stable and you're in a distraction-free work environment.

Live Chat Work

- Respond to incoming chats using response templates and approved messaging language.
- Use shortcuts to insert FAQs, step-by-step instructions, and product guides.
- Collaborate with other support agents via internal messaging if you need clarification or help.

End of Shift

- Complete any open threads before signing off.
- Submit shift notes highlighting any recurring problems or major escalations.
- Log out of the system and review your upcoming schedule if working part-time.

Who We're Looking For

There's no "perfect" candidate, but successful agents in this position tend to be:

- Comfortable typing and multitasking across tabs and tools
- Excellent readers who can follow instructions without hand-holding
- Dependable self-starters who can work independently
- Patient communicators who understand how to de-escalate tense situations
- Motivated to build skills and improve over time

Basic Requirements

- No degree required
- No customer service experience necessary
- Fluent English reading and writing skills
- Internet speed of at least 10 Mbps
- Ability to work at least 15 hours per week
- Working desktop or laptop (mobile devices not supported)

What We Provide

- Comprehensive onboarding course (self-paced, browser-based)
- Weekly training modules with updated chat protocol tips
- Community support group with veteran moderators and supervisors
- Live Q&A helpdesk open during all active hours
- Optional certifications and skill badges for career advancement

Compensation and Hours

- Earn \$25 to \$35 per hour based on shift, bonus eligibility, and consistency
- Part-time and full-time shifts available, including nights and weekends
- Weekly payments made via direct deposit or PayPal
- Performance-based bonuses available for speed, accuracy, and customer satisfaction

Support and Tools

All your work will be conducted through a secure browser-based dashboard. You'll receive your own login credentials after onboarding. Chat templates, shortcut commands, and help articles will be available within the system, making it easy to stay productive and professional. You'll also be added to the internal message board and Slack group so you can ask for help and receive announcements in real time.

Frequently Asked Questions

Is this available worldwide?

Yes. This position is open globally to English-speaking applicants who meet the tech requirements.

Are there set shifts or can I choose my hours?

You can select your preferred shifts based on availability. You're not locked into a fixed schedule unless you request one.

How long does training take?

Most candidates complete the onboarding modules in 3 to 5 days. It's entirely self-paced and includes interactive tutorials and simulations.

Will I ever have to make phone calls?

No. This role is 100% chat-based. You will never be required to speak with customers over the phone or attend video calls.

Is this a contract or employee position?

This role is structured as an independent contractor position. You're responsible for your own taxes and schedule, and you can choose how much you want to work each week.

How to Apply

We've streamlined the process so you can start immediately. Click the **Apply Now** button on this page and you'll receive access to the onboarding dashboard. There are no resumes, no interviews, and no delays—just an instant invitation to begin training. You'll be walked through every step with examples, scripts, and support.

Why This Opportunity Stands Out

Remote work shouldn't be hard to get into. This Entry-Level Chat Support position is designed for people without a traditional resume or professional background. Whether you're switching careers, returning to work after a break, or just testing out life as a digital nomad, this job gives you a stable, flexible, and scalable opportunity to earn income remotely. And because you'll be supporting real customers on live brand websites, you'll be gaining valuable experience that can open doors in marketing, customer service, or tech support down the line. Apply now, get trained quickly, and start earning by next week—without leaving home.

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