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Entry-Level Remote Support Chat Agent – Start Working from Home Today

Description

Overview of the Position

An international customer engagement firm is expanding its remote workforce by hiring Entry-Level Support Chat Agents. This is a 100% remote role designed for individuals who are confident typists, enjoy online interaction, and want to break into remote work without needing a college degree or prior job experience. The focus is on helping customers resolve basic issues through real-time chat tools—no phone calls, no face-to-face communication, and no previous technical background necessary. Whether you're switching careers, entering the workforce for the first time, or just looking for a flexible online opportunity, this chat-based support role offers everything you need to get started, including paid training, reliable weekly pay, and a clear path to advancement.

Primary Functions

Handle Live Inbound Chats

Use a desktop-based chat tool to respond to customers reaching out with questions about products, services, or account details. You'll be trained on response templates and escalation paths to ensure smooth, accurate communication.

Resolve Basic Technical and Billing Issues

Many questions involve order tracking, password resets, or subscription cancellations. You'll guide users through simple fixes using automated suggestions and prepared responses.

Keep Conversations Professional and Efficient

Stay calm, clear, and friendly while managing multiple chats at once. You'll follow a chat etiquette protocol that emphasizes customer satisfaction and quick resolution times.

Log and Tag Conversations for Follow-Up

Each chat must be summarized and tagged correctly using dropdown fields. These logs help senior support and quality assurance teams maintain a complete picture of customer needs.

Hiring organization

Remote Customer Service Jobs No Degree

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work possible

Date posted

February 2, 2025

Valid through

01.01.2029

Work Expectations & Flexibility

- Fully remote position—work from any location with stable internet
- Set your own availability from a 24/7 schedule
- Work a minimum of 12 hours per week; up to 40+ available
- No fixed shifts or required log-in times—ideal for flexible lifestyles

Who Thrives in This Role

- New job seekers or career changers
- Self-directed individuals who can stay productive without micromanagement
- Those comfortable typing and reading quickly
- Applicants looking for remote jobs that don't require a phone or camera
- People eager to grow into long-term remote work opportunities

Tech Setup & Requirements

- Reliable home internet (10 Mbps minimum download)
- Laptop or desktop computer running updated browser software
- Headphones not required—this is a 100% non-phone position
- Ability to download internal messaging extensions (no installations)

Training & Onboarding

All new agents start with a structured onboarding process, including:

- Interactive chat simulation training
- Walkthrough of software, tools, and escalation flow
- Practice shifts with live support from a team mentor
- Performance feedback after your first week

You'll be fully paid for all training hours, and support is available every step of the way.

Compensation Package

- Base pay starts at \$25/hour, with the potential to rise to \$35/hour
- Weekly pay via PayPal or direct deposit
- Performance-based bonuses and milestone rewards
- Contract-to-hire options after 60 days
- Opportunity to transition into full-time team lead roles

Answers to Your Questions

Do I need prior experience?

No. This is an entry-level role and full training is provided. Previous chat support work is not required.

Will I need to speak to customers?

No phone work is involved. All communication is handled through written chat only.

What if I've never worked remotely before?

This position was designed with beginners in mind. Clear checklists, virtual team meetings (optional), and real-time support make the transition easy.

Is there a contract or commitment?

You can begin with a short-term agreement, with the option to move to long-term or full-time based on your performance and preference.

How long before I start earning?

Training typically begins within 3–5 days of your application. You'll start receiving paid chat assignments the same week you complete onboarding.

What Makes This Role a Smart Move

Unlike many remote jobs that require sales quotas or degrees, this position welcomes new applicants and provides full support from day one. You'll enjoy a quiet, flexible work environment with the freedom to choose when and how often you work—all while gaining valuable customer service experience in a fast-growing industry. If you're serious about building a sustainable remote career, this is a low-barrier way to begin. With competitive pay, training included, and no phone or office obligations, becoming a remote chat support agent offers the freedom and stability many job seekers are searching for. Apply today and take the first step into remote work on your own terms.



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