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Home-Based Chat Support Specialist – \$25–\$35/Hour – No Experience Required – Entry-Level – Chat Support Jobs Work from Home

Description

Role Overview

We're hiring Home-Based Chat Support Specialists for a fully remote role offering \$25 to \$35 per hour. This is an entry-level position designed for individuals seeking chat support jobs they can do from home, with no degree or prior experience required. Your entire workflow will take place through text—supporting customers via live chat and email without any phone calls or video interactions. It's ideal for fast learners who are comfortable writing clearly, following processes, and working independently in a distraction-free environment.

The Client & What You'll Be Doing

Our client is a distributed support agency that powers chat and email assistance for wellness, SaaS, and ecommerce companies. These brands rely on messaging agents to keep customers informed, calm, and satisfied when questions arise. As a Chat Support Specialist, you'll be answering inquiries related to order status, account settings, password resets, billing adjustments, and product information. You'll work with a searchable internal knowledge base, saved replies, and a CRM to track customer interactions and ensure efficient resolutions.

Primary Job Tasks

- Manage multiple live chat windows at once, providing customers with real-time responses to questions about their orders, subscriptions, or product features.
- Respond to support emails in the helpdesk inbox, ensuring every message is complete, accurate, and polite.
- Use CRM tools to locate customer profiles, verify account history, and add case notes summarizing the interaction.
- Follow brand tone guides to ensure every message matches the client's communication style.
- Personalize each response by adapting templates to the customer's specific question or concern.
- Escalate technical issues or sensitive requests through designated workflows using tags, notes, and internal chat threads.
- Meet or exceed internal benchmarks for average response time, ticket resolution, and writing quality.
- Stay informed of system updates, promotions, or policy changes by reviewing announcements at the beginning of each shift.
- Participate in text-based coaching and asynchronous learning sessions that improve tone, grammar, and chat handling skills.

Hiring organization

Remote Customer Service Chat Support Jobs

Employment Type

Full-time

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; 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

- Suggest updates to documentation or templates when new types of questions emerge.
- Submit a daily shift log noting volume handled, unresolved issues, and customer sentiment trends.
- Maintain a calm, professional writing voice—even when conversations are repetitive, technical, or emotionally charged.

Date posted

May 24, 2025

Valid through

01.01.2029

A Typical Shift Breakdown

Starting Your Shift

Log in, check for system announcements, and review any carryover email tickets or flagged chats. Begin clearing the email queue and take your first batch of incoming live chats.

Mid-Shift Multitasking

This is your busiest time. You'll manage 3–5 chat windows while simultaneously responding to incoming emails. You'll be referencing help docs and templates to maintain accuracy and pace.

Wrapping Up

Clear outstanding chats, tag any unresolved tickets for follow-up, and log a quick end-of-shift report in the dashboard. Flag any trends or repeat issues you noticed to the team lead.

Who We're Looking For

- No degree required
- No previous customer service experience needed
- Typing speed of at least 40 WPM
- Strong written English skills with clean grammar and friendly tone
- Detail-oriented and able to follow written protocols
- Comfortable with browser-based platforms, email tools, and basic cloud software
- Able to work independently in a remote setting with minimal supervision
- Responsive to feedback and eager to apply suggestions
- Available at least 15 hours per week (set shifts)
- Has a personal computer and stable internet (minimum 25 Mbps)

Tips for Performing at a High Level

Write Like You're Speaking to a Person

Even with templates, don't sound like a bot. Address the customer directly, acknowledge their concern, and confirm you understand the issue before resolving it.

Stick to the Docs, But Don't Depend on Them

The knowledge base is your guide, but always double-check if something feels off. Customers trust reps who provide correct and consistent information.

Manage the Flow

Don't let multiple tickets overwhelm you. Use internal tags, short notes, and color-coded tabs to stay organized and efficient.

Keep It Positive

Every message you send reflects the brand. Stay professional, even if the customer is upset. The right tone can turn an angry message into a thank-you.

Apply Feedback Immediately

Your responses will be reviewed. Top performers grow fast by quickly integrating small suggestions that improve clarity and tone.

Getting Started with the Client

Step 1: Application & Availability Submission

Submit your basic resume and select your preferred shift windows and days.

Step 2: Writing Evaluation

You'll be asked to complete a brief writing and chat simulation to assess your grammar, structure, and tone consistency.

Step 3: Scenario-Based Simulation

Applicants who pass the writing test will enter a timed environment simulating live chat conditions, designed to test your ability to think and write quickly.

Step 4: Paid Remote Training

Training is 100% online and takes place over 3–5 business days. It includes writing best practices, internal system walkthroughs, and chat simulations.

Step 5: Performance Trial Period

For the first 10 shifts, you'll receive written reviews after each day and targeted coaching to strengthen your tone, response formatting, and multitasking.

Step 6: Full Work Assignment

Once passed, you'll receive a regular shift schedule, access to performance bonuses, and opportunities to grow into specialized roles.

Workplace Environment

This is a meeting-free, phone-free team environment built for focus. All collaboration happens through tools like Notion, Slack, and HelpScout. You'll never be expected to hop on a call, appear on camera, or attend video meetings. Success is measured through ticket quality, not face time.

Perks and Extras

- Paid training from Day 1
- Consistent, scheduled shifts with weekly or biweekly pay
- No phone, voice, or video obligations
- Grammarly Premium and internal writing tools provided
- Performance bonuses based on writing clarity and resolution success
- Monthly peer recognition and internal leaderboards
- Career pathways into QA, documentation, and shift management
- Equipment reimbursement available after 30 days
- Open to global applicants with fluent English and stable connectivity

Why This Role May Be the Right Fit for You

You want structure without stress. You want flexibility without instability. You want to be judged on the quality of your work, not what's on your resume. This role allows you to build a sustainable income, learn valuable communication skills, and work from wherever you feel most productive—all without needing to speak on the phone or prove years of experience.

Applicant Questions Answered

Do I need to speak to customers on the phone?

No. This is strictly a chat and email-based role. No phone calls, no video calls.

Do I need experience in customer service?

Not at all. We hire based on your writing and reliability—not your resume.

Can I apply internationally?

Yes. This job is open to applicants globally with strong written English and reliable internet.

What kind of equipment do I need?

A laptop or desktop (no tablets), Chrome browser, and internet speed of at least 25 Mbps.

When will I start getting paid?

Training is paid. Your pay starts the first day of onboarding.

Next Steps to Apply

Submit your application now and complete the writing test to be considered. Spots are limited in upcoming training cohorts, and selections are made on a rolling basis. Start building your remote career today—no degree, no experience, and no calls required.

Visit Site



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