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## Live Chat Customer Service Job – Remote Opportunity Without a Degree

### Description

### Position Summary

A reputable global commerce brand is expanding its digital support team and currently hiring for Live Chat Customer Service roles. These remote positions are perfect for individuals seeking flexible, work-from-home opportunities without needing a college degree or previous customer service experience. If you're organized, can communicate clearly in writing, and enjoy helping people, this role offers a direct path to steady online income. As a Live Chat Assistant, you'll be the front line of customer support—providing real-time responses to users through the company's chat software. You'll answer questions about products, handle order updates, resolve account issues, and recommend relevant services. No phone work is involved; all interactions take place via text. Full training is provided, and you'll gain valuable communication and tech skills while working remotely on a schedule that fits your life.

### What You'll Be Doing

#### Handling Live Customer Chats

Respond to customer inquiries via web chat. Typical messages involve assistance with purchases, returns, billing questions, or technical support. You'll receive real-time notifications as chats arrive and use built-in tools to reply efficiently.

#### Using Templates and AI-Driven Tools

Most of your responses will be assisted by AI tools and chat templates, allowing you to focus on customizing replies rather than writing each message from scratch.

#### Resolving Issues or Escalating Complex Cases

If a customer request goes beyond your scope, you'll use simple internal protocols to escalate the issue to another department while keeping the customer informed.

#### Keeping Records Updated

After each chat, you'll tag it with the appropriate resolution type and add notes if needed. This ensures smooth internal follow-up and performance tracking.

### Hiring organization

Remote Customer Service Chat Jobs

### Base Salary

\$ 25 - \$ 35

### Industry

Customer Service

### Job Location

Remote work possible

### Date posted

December 20, 2025

### Valid through

01.01.2029

## A Day in the Life

You'll log into your remote dashboard at the start of your shift, review any internal announcements, and begin accepting chat inquiries. Your average day might include handling 20–40 individual chats, depending on complexity. During downtime, you may review training materials or join optional coaching sessions. Support leads are available through internal team chat at all times, so you'll never feel stuck or isolated.

## Required Skills & Qualifications

- No college degree required
- No customer service experience necessary
- Basic English writing and comprehension skills
- Typing speed of 30+ WPM is preferred
- Ability to multitask between chat tabs and documentation
- Comfortable using chat software and digital tools
- Reliable internet connection and a personal laptop or desktop
- Quiet workspace where you can focus

## How to Thrive in a Remote Role

### Establish a Distraction-Free Workspace

Set up a dedicated area at home where you can focus without interruptions. This improves both productivity and customer satisfaction.

### Stick to a Routine

Remote work is flexible, but having a consistent routine helps you stay organized and motivated throughout your shifts.

### Utilize Available Support

You'll have access to supervisors and training coaches throughout your shift. Don't hesitate to reach out when you need assistance.

### Master the System Tools

Familiarizing yourself with the company's CRM, templates, and macros will help you deliver quicker, more accurate support to customers.

## Perks & Benefits

- Starting pay between \$25–\$35/hour
- 100% remote—work from home or anywhere with Wi-Fi
- Flexible part-time and full-time scheduling
- Weekly payments through a secure system
- All text-based—no calls, no video, no Zoom
- Paid training and mentorship program
- Ongoing skill development and performance feedback
- Access to exclusive internal job opportunities for advancement

## Frequently Asked Questions

## Do I need prior experience?

No, this job is designed for entry-level applicants. If you're able to write clearly in English and follow simple instructions, training will prepare you for success.

## Is this job available internationally?

Yes. This is a global remote position open to applicants worldwide, as long as you have a reliable internet connection and strong English skills.

## What are the working hours like?

You'll choose your own shifts based on availability. Many agents work 4-6 hour shifts, and weekend/evening availability is a plus.

## Are there phone calls involved?

No. This is a written chat-only job. You will never be required to speak on the phone or appear on camera.

## How long does it take to get started?

Once accepted, you'll begin onboarding immediately and can be fully trained and working within 5-7 days.

## How to Apply

Submit your application through the secure portal and complete a short typing assessment. If selected, you'll receive onboarding instructions and access to the online training center. The entire hiring and training process is virtual—no interviews, no phone calls, no costs involved.

## Why This Remote Job Is Perfect for You

This Live Chat Customer Service job offers a legitimate way to earn money online without needing a degree or previous experience. It's designed for people who want independence, flexibility, and real support while building a future in remote work. Whether you're exploring new career paths or just want a job that works with your lifestyle, this is your opportunity to get paid to help others—all without ever picking up the phone.

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