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Live Chat Support Representative – Live Customer Service \$25-\$35/Hour – Immediate Openings

Description

Position: Live Chat Support Representative **Company:** Quantum Customer Services **Department:** Digital Support Operations **Reports To:** Live Chat Team Manager **Classification:** Remote Contract Employee **Location:** Remote Work (US Only) **Pay Rate:** \$25.00 – \$35.00 per hour

Job Description

Quantum Customer Services has immediate openings for Live Chat Support Representatives to provide real-time customer assistance through online chat platforms. This remote position involves helping customers resolve issues, answer questions, and complete transactions through professional live chat communication. The ideal candidate will possess strong typing skills, excellent written communication abilities, and a customer-focused approach to problem solving. Complete training is provided for all new team members regardless of previous experience level.

Primary Job Functions

Live Chat Support Operations

- Respond to customer inquiries through real-time website chat systems
- Provide immediate assistance for product questions and technical support
- Help customers navigate websites and complete online purchases
- Offer detailed information about products, services, and company policies
- Process basic account updates and customer information changes
- Transfer complex technical issues to appropriate specialist departments

Customer Interaction Management

- Handle multiple chat conversations simultaneously while maintaining service quality
- Maintain professional and friendly communication tone in all written responses
- Use correct grammar, spelling, and punctuation in customer communications
- Follow established scripts and procedures for consistent service delivery
- Document customer interactions and resolution outcomes in tracking systems
- Ensure customer satisfaction through complete issue resolution and follow-up

Hiring organization

Remote Tech Jobs Work From Home

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

September 21, 2025

Valid through

01.01.2029

Administrative and Quality Tasks

- Meet daily productivity and quality performance metrics
- Participate in scheduled team meetings and training sessions
- Update customer service procedures and knowledge base information
- Report technical problems with chat systems or software platforms
- Assist with special projects and continuous improvement initiatives
- Maintain current knowledge of all company products and service offerings

Required Qualifications

Basic Requirements

- High school diploma or equivalent education
- Must be at least 18 years of age
- Authorization to work in the United States
- Previous customer service experience helpful but not required

Technical Skills and Abilities

- Proficient typing skills with good accuracy and reasonable speed
- Basic computer operation including email and internet usage
- Comfortable learning new software applications and systems quickly
- Reliable computer with updated operating system and software
- High-speed internet connection for consistent chat performance

Communication and Interpersonal Skills

- Excellent written English communication with proper grammar and spelling
- Strong reading comprehension and attention to detail
- Ability to explain complex information in clear and simple terms
- Professional customer service attitude and approach
- Active listening skills and empathy for customer concerns

Work Style and Personal Attributes

- Self-motivated with ability to work independently without direct supervision
- Reliable and punctual with excellent attendance habits
- Flexible and adaptable to changing procedures and requirements
- Team-oriented mindset with positive and collaborative attitude
- Strong commitment to providing outstanding customer service experiences

Work Schedule and Conditions

Schedule Options and Flexibility

- Multiple scheduling options available to accommodate personal preferences
- Part-time positions available from 15-25 hours per week
- Full-time opportunities up to 40 hours per week
- Various shift times including days, evenings, weekends, and holidays
- Premium compensation rates for weekend and holiday shift coverage

Remote Work Environment

- 100% remote position with complete work-from-home flexibility

- Quiet workspace required for professional customer chat interactions
- Regular virtual team meetings and collaborative training sessions
- Performance monitoring through comprehensive quality assurance programs
- Supportive team environment with ongoing coaching and development

Compensation and Benefits

Hourly Pay Structure

- Starting hourly rate: \$25.00 – \$30.00 based on skills assessment results
- Merit-based pay increases available after initial 6-month review period
- Annual performance evaluations with advancement and salary increase potential
- Overtime opportunities available during high-volume business periods
- Bonus eligibility for consistently exceeding established performance targets

Performance Recognition Programs

- Monthly achievement bonuses for customer satisfaction score excellence
- Quarterly performance awards for quality and productivity achievements
- Annual recognition ceremonies with substantial cash awards and prizes
- Perfect attendance bonuses and appreciation events throughout the year
- Employee referral compensation for successful candidate recommendations

Professional Development and Training

- Comprehensive 28-hour paid training program covering all job functions
- Ongoing skills training and professional development workshop opportunities
- Mentorship programs with experienced team members and supervisors
- Educational reimbursement assistance for job-related coursework and certifications
- Internal promotion opportunities with comprehensive advancement support

Training Program Details

Initial Training Schedule and Components

Phase 1 (Week 1): Customer service principles, company overview, and professional communication skills **Phase 2 (Week 2):** Live chat platform training, system navigation, and comprehensive product knowledge **Phase 3 (Week 3):** Practical application with supervised customer interactions and real-time coaching **Phase 4 (Week 4):** Independent work transition with continued mentorship and performance support

Ongoing Development Opportunities

- Weekly team training meetings covering new procedures and product updates
- Monthly professional development workshops on advanced customer service techniques
- Quarterly skills assessments with personalized improvement plans and goals
- Annual training conferences with industry professionals and expert speakers

- Cross-training opportunities in related departments and specialized service areas

Performance Standards and Expectations

Quality and Service Standards

- Customer satisfaction rating of 91% or higher based on post-interaction surveys
- Live chat response time averaging under 45 seconds for initial customer contact
- Accurate information delivery in all customer interactions and communications
- Professional communication tone and presentation in every customer exchange
- Complete compliance with company policies, procedures, and confidentiality requirements

Productivity and Performance Requirements

- Handle assigned volume of customer chat sessions during each work shift
- Complete all required administrative tasks within established deadlines
- Maintain consistent availability and punctuality during scheduled work hours
- Participate actively in all training sessions and team development activities
- Meet department goals for efficiency, quality, and customer satisfaction

Career Growth and Advancement

Promotion Timeline and Opportunities

- **Senior Live Chat Support Representative:** 6-9 months with consistent strong performance
- **Team Lead Position:** 12-18 months with demonstrated leadership capabilities
- **Training Specialist Role:** 15-20 months with mentoring experience and expertise
- **Supervisor Position:** 18-24 months with management potential and training completion
- **Manager Role:** 2+ years with advanced leadership skills and departmental knowledge

Development and Advancement Support

- Individual career planning sessions and professional goal setting
- Leadership development training programs for advancement candidates
- Cross-departmental experience opportunities and exposure to different business areas
- Professional networking events and industry conference attendance
- Tuition assistance programs for relevant degree and certification programs

Application Process

How to Apply for This Position

To apply for this Live Chat Support Representative position, click “Apply Now” to

access our streamlined online application portal where you will provide:

- Complete personal contact information and work eligibility verification
- Educational background and relevant work experience history
- Current availability preferences and scheduling flexibility requirements
- Responses to customer service scenario questions and situational examples

Selection Process Steps

1. **Application Submission:** Complete comprehensive online application form
2. **Initial Application Review:** Evaluation of application materials within 2-4 business days
3. **Skills Assessment:** Online evaluation of typing speed and written communication abilities
4. **Phone Interview:** Brief conversation with recruiting team coordinator
5. **Video Interview:** Formal interview meeting with live chat support manager
6. **Background and Reference Verification:** Employment history and character reference checks
7. **Job Offer:** Position offer with detailed compensation information and training start date

Expected Timeline and Next Steps

- Complete application review process within one week of submission
- Full hiring and selection process takes approximately 10-14 business days
- Training program begins within 5 business days of job offer acceptance
- Full independent productivity expected within 30 days of training completion
- Regular performance reviews and feedback sessions during first 90-day period

Company Information and Culture

Quantum Customer Services has provided comprehensive customer support solutions since 2021, serving businesses across technology, retail, healthcare, and professional service industries. We focus on delivering exceptional customer experiences through skilled chat support professionals and innovative digital communication platforms. Our company culture emphasizes professional development, customer satisfaction, team collaboration, and work-life balance. We maintain industry-leading employee retention through competitive compensation, comprehensive training programs, and genuine advancement opportunities.

Core Values and Principles

- Customer-focused service excellence in every interaction
- Employee development and professional growth opportunities
- Collaborative teamwork and knowledge sharing
- Innovation in customer service delivery methods
- Work-life balance and flexible employment arrangements

Success Characteristics for Live Chat Representatives

Successful team members typically demonstrate:

- Natural desire to help customers and solve problems effectively

- Strong written communication skills with excellent attention to detail
- Ability to multitask efficiently while maintaining high service quality
- Professional attitude and reliable work habits
- Adaptability to new procedures and evolving requirements

Equal Employment Opportunity

Quantum Customer Services is committed to equal employment opportunity and does not discriminate based on race, color, religion, gender, sexual orientation, age, national origin, disability, veteran status, or any other legally protected characteristic. We welcome applications from all qualified candidates and provide reasonable accommodations when necessary.

Additional Information

Technology Requirements and Specifications

- Computer with Windows 10/Mac OS or newer operating system
- Minimum 8GB RAM for optimal performance with multiple applications
- High-speed internet connection with at least 25 Mbps download speed
- Quiet workspace suitable for professional customer service activities
- Backup internet connection recommended for maximum reliability and uptime

Performance Monitoring and Support

- Regular quality assurance reviews of chat interactions and customer feedback
- Real-time coaching and feedback from supervisors and experienced team members
- Customer satisfaction surveys and comprehensive feedback analysis
- Performance metrics tracking and individualized improvement planning
- Recognition programs for consistent excellence and achievement

This immediate opening offers excellent opportunities for individuals seeking flexible remote work with competitive compensation and professional development. Join our team and help deliver outstanding customer service while building valuable career skills in the growing field of live chat support. Click Apply Now to begin your application and start your career in live chat customer service with Quantum Customer Services. *This position is available to candidates authorized to work in the United States. Quantum Customer Services reserves the right to modify job duties and requirements based on operational needs.*



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