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Live Customer Service – No Degree Required | Part Time Jobs Remote

Description

Job Posting: Part Time Jobs Remote – Live Customer Service Specialist

Company: VertexCommunications

Job Title: Part Time Jobs Remote – Live Customer Service Representative

Department: Customer Experience & Digital Support

Employment Type: Part-time remote contractor

Compensation: \$25-\$35 per hour plus performance incentives

Weekly Hours: 5-30 hours (flexible scheduling)

Location: Remote work from home (United States)

Reports To: Customer Service Team Lead

Start Date: Immediate positions available

Company Overview

VertexCommunications is a leading provider of part time jobs remote opportunities specializing in live customer service solutions for growing businesses. Established in 2020, we have successfully connected over 900 remote workers with meaningful employment that offers competitive compensation, professional development, and genuine work-life balance.

Our mission centers on creating part time jobs remote that provide real value to both representatives and the businesses they serve. We accomplish this through innovative training programs, comprehensive support systems, and a commitment to maintaining the highest standards of customer service excellence.

VertexCommunications partners with established businesses across multiple industries including e-commerce, technology, professional services, and lifestyle brands. This diversity ensures our part time jobs remote remain intellectually engaging while providing representatives exposure to various business models and customer service approaches.

Position Summary

We are seeking motivated individuals for part time jobs remote positions in live customer service. This role involves providing real-time assistance to customers through website chat systems and social media platforms, helping customers find products, complete purchases, and resolve inquiries efficiently and professionally.

Hiring organization

Work From Home Customer Support Jobs

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland; 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; District of Columbia; American Samoa; Guam; Northern Mariana Islands; Puerto Rico; U.S. Virgin Islands

The ideal candidate for our part time jobs remote opportunities will possess strong written communication skills, genuine interest in helping others, and basic proficiency with computers and internet platforms. No previous customer service experience is required as comprehensive training is provided to all selected candidates.

This position offers the flexibility to work from home while building valuable skills in digital customer service, relationship management, and sales support that are increasingly important in today's economy.

Base Salary

\$ 25 - \$ 35

Date posted

September 21, 2025

Valid through

01.01.2029

Essential Job Functions and Responsibilities

Primary Customer Service Duties:

- Monitor assigned business websites for incoming customer chat requests and inquiries
- Respond promptly to customer questions regarding products, services, pricing, and availability
- Provide detailed product information, specifications, and recommendations based on customer needs
- Share direct product links and promotional codes to facilitate customer purchases
- Guide customers through checkout processes and assist with payment or shipping questions
- Maintain detailed records of customer interactions and outcomes in company systems

Social Media Customer Support:

- Monitor Facebook, Instagram, Twitter, and other social media platforms for customer comments and messages
- Respond to customer inquiries and comments in a timely, professional, and brand-appropriate manner
- Share relevant product information and links through social media channels
- Build positive customer relationships through engaging, helpful interactions
- Escalate complex issues or complaints to appropriate team members or supervisors

Quality Assurance and Documentation:

- Maintain accurate records of all customer interactions and resolutions
- Participate in regular quality assurance reviews and feedback sessions
- Follow established protocols for handling various types of customer inquiries
- Contribute to process improvement initiatives and best practice development
- Complete required training modules and professional development activities

Team Collaboration:

- Participate in team meetings, training sessions, and company communications
- Share knowledge and best practices with other team members
- Coordinate with specialized support teams for complex technical issues
- Assist with training and mentoring of new team members as experience develops

Required Qualifications

Education and Experience:

- High school diploma or equivalent required
- No previous customer service experience required (training provided)
- Basic familiarity with computers, internet browsers, and social media platforms
- Ability to type at least 35 words per minute with accuracy

Skills and Competencies:

- Excellent written communication skills with proper grammar and spelling
- Strong problem-solving abilities and attention to detail
- Ability to multitask and manage multiple customer conversations simultaneously
- Professional demeanor and positive attitude in all customer interactions
- Basic math skills for handling pricing and discount calculations

Technical Requirements:

- Reliable computer or laptop with high-speed internet connection
- Quiet, professional home workspace suitable for video calls
- Smartphone or tablet for social media platform access
- Availability to work at least 5 hours per week during standard business hours

Personal Attributes:

- Genuine interest in helping customers and solving problems
- Self-motivated with strong work ethic and reliability
- Adaptability and willingness to learn new systems and processes
- Professional appearance and communication for video meetings
- Commitment to maintaining customer confidentiality and data security

Preferred Qualifications

While not required, the following qualifications are preferred for part time jobs remote candidates:

- Previous experience in retail, hospitality, or other customer-facing roles
- Familiarity with e-commerce platforms and online shopping processes
- Experience using social media for business or professional purposes
- Additional language skills (Spanish, French, or others) for diverse customer base
- Interest in pursuing professional development and career advancement opportunities

Compensation and Benefits Package

Base Hourly Compensation: Starting wages for part time jobs remote positions range from \$25-\$35 per hour, with placement determined by:

- Communication skills demonstrated during interview process
- Availability for various shifts including evenings and weekends
- Successful completion of training program requirements

- Geographic location and local market factors

Performance-Based Bonuses:

- Customer satisfaction bonuses: \$2-\$7 per hour based on monthly feedback scores
- Sales support bonuses: \$3-\$9 per hour for customers who complete purchases after assistance
- Efficiency bonuses: Additional compensation for managing high conversation volumes while maintaining quality
- Special project bonuses: \$200-\$600 for participation in client launches and campaigns

Professional Development Benefits:

- Comprehensive paid training program (40+ hours)
- Ongoing education and skill development opportunities
- Access to industry certifications and professional credentials
- Annual professional development stipend of \$500-\$1,500
- Mentorship programs with experienced customer service professionals

Work-Life Balance Benefits:

- Flexible scheduling with minimum 5-hour weekly commitment
- Paid time off accrual for part-time employees
- Mental health and wellness support resources
- Technology stipend for home office setup and maintenance
- Recognition programs and performance acknowledgment

Work Schedule and Flexibility

VertexCommunications understands that individuals seeking part time jobs remote prioritize schedule flexibility. Our scheduling approach accommodates diverse needs while ensuring adequate customer service coverage.

Schedule Options:

- Minimum commitment: 5 hours per week
- Part-time range: 5-30 hours weekly
- Morning shifts: 6:00 AM – 12:00 PM
- Afternoon shifts: 12:00 PM – 6:00 PM
- Evening shifts: 6:00 PM – 12:00 AM
- Weekend availability with premium pay rates

Flexibility Features:

- Choose your preferred days and times within available shifts
- Ability to adjust schedule monthly based on personal needs
- Additional hours available during peak seasons and special campaigns
- Option to increase hours as experience and performance develop
- Accommodation for school schedules, family commitments, and other employment

Training and Development Program

Initial Training (Weeks 1-3): All new hires complete a comprehensive training

program covering:

- Live customer service principles and best practices
- Platform navigation and technical system usage
- Product knowledge for assigned client accounts
- Communication skills for digital customer interactions
- Quality standards and performance expectations

Ongoing Development:

- Monthly training sessions on new products and features
- Quarterly skill-building workshops and team meetings
- Annual customer service conference attendance opportunity
- Access to online learning platforms and certification programs
- Career coaching and advancement planning sessions

Training Compensation: All training hours are paid at full hourly rate, ensuring representatives earn income while developing skills necessary for success in part time jobs remote positions.

Application Process and Selection Criteria

Step 1: Online Application Complete detailed application form including:

- Personal and contact information
- Work history and relevant experience
- Availability and schedule preferences
- Technology setup and home workspace details
- Short responses to customer service scenario questions

Step 2: Video Interview Qualified candidates participate in 30-45 minute video interview covering:

- Discussion of role expectations and responsibilities
- Assessment of communication skills and professional presentation
- Review of schedule availability and flexibility requirements
- Opportunity to ask questions about company culture and advancement

Step 3: Skills Assessment Brief written assessment evaluating:

- Written communication abilities
- Customer service problem-solving approach
- Basic computer and technology proficiency
- Attention to detail and accuracy

Step 4: Background Verification Standard background check and reference verification for all final candidates.

Selection Timeline and Next Steps

- Application review: 2-4 business days
- Interview scheduling: Within 1 week of application submission
- Final selection decision: Within 3 business days of interview completion
- Training program start: 1-2 weeks after offer acceptance
- First scheduled work shifts: Immediately following training completion

Equal Opportunity Employment

VertexCommunications is an equal opportunity employer committed to creating an inclusive environment for all employees and contractors. We welcome applications from qualified candidates regardless of race, gender, age, religion, sexual orientation, or disability status.

All part time jobs remote positions are open to candidates who can legally work in the United States and meet the technical and scheduling requirements outlined in this job description.

Contact Information and Application Submission

To apply for part time jobs remote opportunities with VertexCommunications, please submit your application through our online portal. Applications are reviewed in the order received, and early submission is encouraged due to high demand for these positions.

For questions about part time jobs remote positions, application process, or company information, please contact our recruitment team through the provided channels.

Ready to Launch Your Remote Career?

Part time jobs remote with VertexCommunications offer competitive compensation, comprehensive training, genuine flexibility, and opportunities for professional growth in the expanding remote work economy.

Whether you're seeking supplemental income while managing other commitments or exploring a transition to remote work, our live customer service positions provide a proven foundation for success.

Ready to start earning \$25-\$35/hour in flexible part time jobs remote? Click Apply Now to begin your journey toward financial independence and work-life balance through meaningful remote employment!



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