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Live Customer Service Representative – Full Time Remote Jobs No Experience

Description

Company: SecureWork Digital Solutions

Position: Live Customer Service Representative

Department: Customer Experience Division

Location: Remote (Continental United States)

Employment Type: Full-Time Contract (40 hours/week available)

Salary Range: \$25-35/hour DOE

Benefits: Performance Bonuses, Professional Development, Equipment Allowance

Reports To: Customer Experience Manager

Travel Required: None

Company Overview

SecureWork Digital Solutions is a leading provider of customer engagement technologies and services, partnering with businesses across multiple industries to deliver exceptional customer experiences through innovative live customer service solutions. Founded in 2019, we have grown to support over 200 client companies while maintaining our commitment to employee development and work-life balance.

Our mission is to transform how businesses connect with their customers through personalized, real-time support that drives satisfaction, loyalty, and revenue growth. We believe that exceptional customer service comes from empowered, well-trained professionals who genuinely care about helping others succeed.

We are seeking motivated individuals for **full time remote jobs** that offer stability, growth potential, and the opportunity to make a meaningful impact on customer experiences while building valuable career skills in the rapidly expanding digital customer service industry.

Position Summary

The Live Customer Service Representative provides real-time customer support through website chat systems and social media platforms, helping customers with product inquiries, technical issues, order processing, and general assistance. This **full time remote jobs** opportunity offers comprehensive training, competitive compensation, and clear advancement pathways for individuals seeking stable, long-term remote employment.

This role combines customer service excellence with sales support activities, requiring strong communication skills, problem-solving abilities, and a customer-focused mindset. Representatives work independently while being part of a

Hiring organization

Remote Chat Customer Service 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

collaborative team that provides mutual support and shared expertise.

The ideal candidate for this **full time remote jobs** position demonstrates natural empathy, reliable work habits, and enthusiasm for helping customers achieve their goals through exceptional service delivery and relationship building.

Date posted
September 8, 2025

Essential Duties and Responsibilities

Valid through
01.01.2029

Primary Customer Service Functions

Live Chat Support: Monitor and respond to customer inquiries through integrated website chat systems across multiple client accounts. Provide immediate assistance with product questions, pricing information, availability checks, feature explanations, and purchasing guidance while maintaining professional, friendly communication that enhances customer satisfaction and brand reputation.

Social Media Customer Engagement: Manage customer interactions across Facebook, Instagram, Twitter, and LinkedIn platforms, responding to comments, direct messages, and public inquiries with timely, helpful responses that demonstrate brand commitment to customer service excellence while building positive community relationships.

Order Management and Processing: Assist customers with order placement, modification, cancellation, and tracking while ensuring accuracy and customer satisfaction throughout the transaction process. Handle payment processing, shipping inquiries, and delivery coordination as needed.

Technical Support and Troubleshooting: Provide basic technical assistance including account access support, password resets, navigation guidance, and simple troubleshooting procedures. Escalate complex technical issues to specialized support teams while maintaining customer communication and satisfaction.

Product Information and Recommendations: Educate customers about product features, benefits, compatibility, and usage through detailed explanations and helpful recommendations based on individual customer needs and preferences. Maintain current knowledge of product catalogs, updates, and promotional offerings.

Secondary Support Activities

Customer Relationship Management: Maintain detailed records of customer interactions, preferences, and history to provide personalized service and identify opportunities for improved customer experiences. Update customer profiles and communication logs to support ongoing relationship building.

Sales Support and Conversion: Identify customer needs through active listening and strategic questioning, then provide appropriate product suggestions, promotional offers, and value-added services that create genuine customer value while supporting business revenue objectives.

Quality Assurance Participation: Document customer feedback, service issues, and improvement suggestions to support continuous enhancement of products, services, and customer experience processes. Participate in quality review sessions and training updates.

Team Collaboration and Knowledge Sharing: Share customer insights, best

practices, and effective solutions with team members to improve overall service quality and efficiency. Participate in team meetings, training sessions, and peer mentoring activities.

Performance Monitoring and Improvement: Track personal performance metrics including response times, customer satisfaction scores, and resolution rates. Use performance data to identify improvement opportunities and demonstrate value contribution to client success.

Required Qualifications

Education and Experience

- High school diploma or equivalent required
- No previous customer service experience required; comprehensive training provided
- Previous experience in retail, hospitality, or customer-facing roles preferred but not mandatory
- Demonstrated ability to learn new systems and processes quickly

Technical Skills

- Proficient computer skills including internet navigation, email, and basic software applications
- Typing speed of minimum 35 WPM with accuracy
- Ability to multitask effectively while maintaining attention to detail
- Comfortable learning and using multiple software platforms simultaneously
- Reliable high-speed internet connection (minimum 25 Mbps download speed)

Communication and Interpersonal Skills

- Excellent written communication skills with proper grammar, spelling, and punctuation
- Strong active listening abilities and empathy for customer concerns
- Professional demeanor and positive attitude in all customer interactions
- Ability to adapt communication style to different customer personalities and situations
- Conflict resolution skills and patience when dealing with challenging situations

Personal Attributes

- Self-motivated with strong work ethic and reliability
- Detail-oriented with commitment to accuracy and quality
- Flexible and adaptable to changing priorities and procedures
- Team player with collaborative mindset
- Customer-focused approach with genuine desire to help others

Preferred Qualifications

- Previous experience with live chat, email, or social media customer service
- Familiarity with CRM systems or customer service platforms
- Basic sales experience or customer relationship building
- Bilingual capabilities (Spanish preferred)
- Experience working in remote or virtual team environments

Working Conditions and Physical Requirements

Remote Work Environment

- Dedicated quiet workspace free from distractions during work hours
- Ergonomic computer setup suitable for extended periods of typing and screen time
- Professional lighting and background for video conference calls
- Backup power and internet connectivity to ensure consistent availability

Physical Requirements

- Ability to sit for extended periods while maintaining focus and productivity
- Manual dexterity for typing and computer navigation
- Visual acuity for reading computer screens and detailed information
- Auditory ability for video calls and team communications

Schedule and Availability

- Full-time commitment of 40 hours per week with flexibility between 5-40 hours based on performance and availability
- Willingness to work various shifts including evenings, weekends, and holidays based on business needs
- Consistent attendance and punctuality for scheduled shifts
- Ability to adapt to changing schedules based on client requirements and seasonal demands

Compensation and Benefits

Base Compensation

- Starting hourly rate: \$25-35 per hour based on qualifications and assessment results
- Performance-based increases available every 90 days
- Shift differential pay for evening, weekend, and holiday coverage
- Overtime opportunities available based on business needs

Performance Incentives

- Monthly performance bonuses ranging from \$200-800 based on customer satisfaction metrics
- Quarterly achievement awards up to \$2,000 for sustained excellence
- Annual recognition bonuses for top performers ranging from \$1,000-5,000
- Sales performance incentives providing additional earning potential

Professional Development Benefits

- Comprehensive paid training program (40 hours)
- Ongoing skill development workshops and certification opportunities
- Educational assistance program for job-related courses and certifications
- Career advancement support and internal promotion opportunities
- Mentorship programs pairing new employees with experienced professionals

Equipment and Technology Support

- Equipment allowance for home office setup
- Access to all necessary software platforms and tools
- Technical support for work-related technology issues
- Regular equipment updates and maintenance support

Training and Development Program

Initial Training Phase (Weeks 1-3)

Week 1: Foundation Training

- Company orientation and culture integration
- Customer service principles and best practices
- Communication skills development
- Platform navigation and basic system functionality

Week 2: Skill Development

- Advanced communication techniques
- Product knowledge and information systems
- Problem-solving methodologies
- Sales support and conversion techniques

Week 3: Practical Application

- Supervised customer interactions with real-time feedback
- Quality assurance standards and documentation
- Team collaboration and support systems
- Performance measurement and continuous improvement

Ongoing Professional Development

- Monthly skill-building workshops
- Advanced training modules for specialization opportunities
- Leadership development programs for career advancement
- Industry certification and continuing education support

Performance Expectations and Metrics

Quality Standards

- Customer satisfaction score minimum of 4.5/5.0
- First-contact resolution rate of 80% or higher
- Response time average under 30 seconds for live chat
- Accuracy in order processing and information delivery of 95% or higher

Productivity Expectations

- Handle 40-60 customer interactions per 8-hour shift
- Maintain detailed documentation of all customer interactions
- Achieve monthly sales support targets as assigned
- Participate actively in team meetings and training sessions

Professional Development Goals

- Complete all assigned training modules within specified timeframes
- Seek feedback and implement improvement recommendations
- Contribute to team knowledge sharing and best practices development
- Pursue relevant skill development and certification opportunities

Career Advancement Opportunities

Advancement Pathways

Specialist Roles: Technical Support Specialist, Sales Conversion Specialist, Social Media Expert **Leadership Positions:** Team Lead, Training Coordinator, Quality Assurance Supervisor **Management Roles:** Customer Experience Manager, Operations Manager, Regional Manager

Professional Growth Support

- Clear advancement criteria and timeline expectations
- Mentorship programs and leadership development
- Cross-training opportunities in different specializations
- Support for external education and professional certification

Application Process

Application Requirements

1. Complete online application including work history and availability
2. Submit brief writing sample demonstrating communication skills
3. Participate in phone screening interview
4. Complete skills assessment and scenario-based evaluation
5. Final interview with hiring manager
6. Background check and reference verification

Timeline

- Application review: 2-3 business days
- Interview scheduling: Within 1 week of application
- Hiring decision: Within 48 hours of final interview
- Training start date: Within 2 weeks of offer acceptance

Equal Employment Opportunity

SecureWork Digital Solutions is an equal opportunity employer committed to creating a diverse and inclusive workplace. We welcome applications from qualified candidates regardless of race, color, religion, gender, sexual orientation, age, national origin, disability status, or veteran status.

We provide reasonable accommodations for individuals with disabilities throughout the application process and employment. Accommodations may include modified work schedules, assistive technology, or adjusted job responsibilities as appropriate.

How to Apply

Interested candidates should submit the following materials:

1. **Online Application:** Complete application form available at our careers portal
2. **Resume:** Current resume highlighting relevant experience and skills
3. **Cover Letter:** Brief letter explaining interest in **full time remote jobs** and customer service
4. **Writing Sample:** 2-3 paragraph response to a customer service scenario

Application Deadline: Ongoing recruitment; positions filled as qualified candidates are identified

Contact Information:

- Email: careers@secureworkdigital.com
- Phone: 1-800-SECURE-WORK
- Website: www.secureworkdigital.com/careers

Questions? Contact our HR team for additional information about this **full time remote jobs** opportunity or our application process.

Why Choose SecureWork Digital Solutions?

Stability and Growth

- Established company with strong financial foundation and growth trajectory
- Diverse client portfolio providing stable work opportunities
- Investment in employee development and long-term career growth
- Track record of promoting from within and supporting advancement

Work-Life Balance

- Genuine commitment to remote work flexibility and work-life integration
- Supportive management approach focused on results rather than micromanagement
- Flexible scheduling options to accommodate personal commitments
- Mental health and wellness support programs

Professional Community

- Collaborative team environment with strong peer support systems
- Regular team building activities and virtual social events
- Employee resource groups and professional networking opportunities
- Open communication culture with accessible leadership

Technology and Innovation

- Investment in cutting-edge customer service platforms and tools
- Continuous improvement culture that values employee input and innovation
- Early adoption of new technologies that enhance work efficiency
- Comprehensive training on latest industry tools and practices

Ready to build a stable career in customer service? We're looking for dedicated individuals who want to grow with our expanding team while making a positive impact on customer experiences every day.

Apply today and discover why SecureWork Digital Solutions is the premier destination for full time remote jobs in customer service excellence!

SecureWork Digital Solutions – Where Your Career Growth Meets Customer Success



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