https://jobtacular.com/job/live-messaging-support-agent-remote-25-35-hour-entry-level-no-experience-needed-work-from-home-chat-support-role/

APPLY NOW

Digital Messaging Support Representative – Online – $25–$35/Hour – Entry-Level – No Prior Experience Required – Remote Work Chat Support Role

Description
Role Overview
We are currently hiring Live Messaging Support Agents for a fully remote, entry-level position that pays between $25 and $35 per hour. This opportunity is ideal for individuals seeking stable work-from-home chat support roles with no degree or prior experience required. Your job will involve providing helpful, written responses to customer inquiries across chat and email platforms. This is a non-phone, flexible position built for those who enjoy solving problems, communicating clearly, and working independently from the comfort of their home.

The Client & What You'll Be Doing
Our client is a distributed customer support provider working with innovative digital brands across ecommerce, wellness, and online education. These companies rely on responsive, human-centered support via real-time messaging systems. As a Live Messaging Support Agent, you'll handle written interactions from customers who need assistance with their accounts, orders, subscriptions, or services. You'll work within a cloud-based ticketing system, applying saved responses, internal knowledge tools, and chat scripts to respond with clarity, empathy, and professionalism.

Primary Job Tasks

- Handle multiple concurrent live chats from customers, responding quickly and clearly to a range of common support questions.
- Respond to customer emails using structured templates while personalizing tone and information as needed.
- Log all chat and email interactions in the internal CRM, tagging issues and tracking status.
- Troubleshoot simple customer issues such as login failures, subscription cancellations, and basic billing inquiries using internal help docs.
- Escalate complex or technical issues to internal leads through ticket tagging and internal notes.
- Personalize canned responses to match the customer's language, tone, and concern without sacrificing speed.
- Follow detailed brand voice guides and formatting rules for every reply, ensuring consistency.
- Maintain real-time awareness of internal updates, known issues, and current promotions.
- Complete your assigned queue by the end of each shift and submit any unresolved issues with detailed handoff notes.

Hiring organization
Work From Home Tech 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

- Participate in asynchronous coaching and peer feedback reviews to improve clarity, grammar, and resolution technique.
- Provide quality suggestions on recurring issues or template adjustments based on firsthand customer conversations.
- Adhere to timing benchmarks such as response speed, resolution rate, and customer satisfaction score goals.

A Typical Shift Breakdown

Beginning of Shift
You'll check system announcements, scan internal chats for updates, and load the live dashboard. Triage priority emails first, then open the chat interface and begin taking incoming requests.

Peak Hours
During the core of your shift, you'll juggle multiple live chats and handle queued emails. Common topics include password resets, payment clarifications, and account modifications. Keep replies accurate and well-formatted while moving between threads efficiently.

Closing Hour
Close out remaining conversations, escalate unresolved tickets, and update your internal handoff notes. You'll also record your ticket volume and any trends you observed during the day for team insight.

Who We're Looking For

- No customer service or call center experience needed
- No college degree or certifications required
- Excellent written English with strong grammar and spelling
- Typing speed of 40+ WPM recommended
- Calm under pressure and capable of handling high-volume chat queues
- Familiar with common web tools like Google Docs, Gmail, and Chrome-based platforms
- Able to work solo without constant supervision
- Reliable personal computer and high-speed internet (25 Mbps or more)
- Comfortable with structured templates and tone guidelines
- Available 15 to 40 hours per week, with consistent shift scheduling

Tips for Performing at a High Level

Keep It Human but Efficient
Templates are useful, but a real conversation still matters. Use the customer's name, summarize their issue, and provide specific next steps.

Learn the Shortcuts
Mastering your tools—tagging tickets, searching help docs, using macros—can shave minutes off each case and boost your quality score.

Don't Overthink—Overcommunicate
When unsure, clearly explain what you're doing and why. Customers want to feel informed and guided, even when things go wrong.

Set a Rhythm
Use breaks and pacing to stay fresh. Burnout leads to sloppy replies. Keep your energy steady and your responses sharp.

Treat Feedback as Strategy
Your supervisors will provide written feedback. Treat it like a playbook. Each tip you apply gets you closer to performance bonuses and faster shift promotion.

Getting Started with the Client

Step 1: Submit Application
Provide a short resume or availability overview. You'll be asked to confirm your equipment and preferred working hours.

Step 2: Complete a Writing & Typing Evaluation
This includes a live chat simulation and a timed grammar review to check for tone consistency and responsiveness.

Step 3: Attend a Mock Chat Session
This browser-based test lets you interact with example customer scenarios to demonstrate speed, clarity, and structure.

Step 4: Paid Remote Training
You'll undergo 4 days of self-paced onboarding. Training includes platform usage, tone practice, and workflow setup. All hours are paid at your base rate.

Step 5: Supervised Onboarding Period
For your first 10 shifts, a QA reviewer will leave notes on your performance. This is designed to prepare you for full productivity and unlock access to better shift blocks.

Step 6: Full Access Role Assignment
After onboarding, you'll receive your regular shift schedule, gain access to performance-based bonuses, and be invited to apply for editorial, QA, or escalation team paths.

Workplace Environment
This is a remote-first, writing-focused team. You'll never be required to make calls, attend live meetings, or appear on video. Coaching and collaboration happen through asynchronous messages and written docs. You'll succeed here if you're organized, self-disciplined, and committed to consistent written communication quality.

Perks and Extras

- Paid onboarding and training
- 100% non-phone job
- Flexible shift times with consistent scheduling
- Access to writing and typing tools (Grammarly Pro, TextExpander, etc.)
- Performance-based monthly bonuses
- Global applicant eligibility (English fluency required)
- Internal promotions after 30–60 days based on ticket performance
- Equipment stipend after 30 days

Why This Role May Be the Right Fit for You
If you're looking for a real remote job that offers fair pay, full flexibility, and real skill-building without requiring a degree or resume full of experience, this is it. You'll be respected, supported, and trained in a structured way—without ever needing to talk on the phone or sit in a meeting. If you can write clearly, stay focused, and follow instructions, this job gives you the opportunity to grow on your own terms.

Applicant Questions Answered

Is this a full-time job?

Full-time and part-time shifts are available. You can scale hours after onboarding based on your availability and performance.

Do I need experience in support or writing?

No. You'll be trained on tone, ticket formatting, and workflows. All you need is a solid grasp of written English.

Is this job available internationally?

Yes. Applicants from most countries are welcome if they meet the language and internet requirements.

Do I need a specific computer setup?

A desktop or laptop with Chrome and at least 25 Mbps internet speed is required. Tablets are not compatible.

When will I get paid?

Training is paid. You'll begin receiving payments at the end of your first pay period (weekly or biweekly, depending on location).

Next Steps to Apply

Submit your resume now and complete the writing test to be considered for the next available training group. Open roles are filled on a rolling basis—apply today and begin your path into remote, written-only support work with zero phone calls, no meetings, and full flexibility.

Disclosure