https://jobtacular.com/job/online-chat-engagement-representative-remote-25-35-hour-entry-level-no-degree-or-experience-needed-chat-support-jobs-hiring-now/

APPLY NOW

Digital Chat Engagement Representative – Online – $25–$35/Hour – Entry-Level – No College Degree or Prior Experience Required – Chat Support Positions Hiring Now

Description
Role Overview

We are actively hiring Online Chat Engagement Representatives for a remote, entry-level position that pays between $25 and $35 per hour. This opportunity is open to candidates without a college degree or prior work history. All work is done through live chat and email—no phone calls or meetings required. You'll communicate with customers to help them solve everyday problems, access services, and feel supported—all from the comfort of your home.

The Client & What You'll Be Doing

Our client is a customer communication partner for lifestyle and digital product brands. These businesses rely on well-written, empathetic, and timely support to keep their users happy. As a Chat Engagement Representative, you'll be the first point of contact for customers using chat widgets or support inboxes. You'll respond to inquiries related to orders, payments, logins, refunds, and product features. You'll use internal knowledge bases, quick reply templates, and your own writing skills to create a helpful and human connection.

Primary Job Tasks

- Respond to live chat inquiries in real-time, answering customer questions and guiding them through simple fixes or requests.
- Monitor the support email inbox and send professional, brand-aligned replies to queued messages.
- Look up customer information using dashboard tools to verify accounts, find past interactions, and confirm details.
- Use macros and saved replies to speed up your work—while editing them for tone, accuracy, and personal relevance.
- Flag unusual or high-priority issues and route them to the correct team using the built-in tagging system.
- Stay within response timing benchmarks for live and email tickets (60 seconds and 30 minutes, respectively).
- Collaborate with other support team members through asynchronous communication tools—Slack, Notion, or similar platforms.
- Learn and apply tone and formatting standards based on each client's brand style.
- Track recurring issues and suggest new template language or knowledge base updates to address them.
- Review shift goals and complete a simple end-of-day summary noting

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

performance metrics and outstanding issues.
- Contribute to a calm, reliable support presence customers can trust—even when you're multitasking across tabs.

A Typical Shift Breakdown

Shift Start
You'll check the team dashboard for important updates, triage leftover emails, and begin live chat coverage. You'll scan templates and tone notes for any client-specific reminders.

Mid-Shift Activity
You'll handle 3–4 chat conversations at a time while working through the email backlog. Expect to address everything from access issues to minor complaints or billing follow-ups.

End-of-Shift
You'll finalize open chats, tag tickets for follow-up, and complete your daily log. This includes ticket volume, notes on repeat issues, and any handoffs to internal leads.

Who We're Looking For

- No college degree or work experience required
- Clear and friendly writing style
- Typing speed of 40+ WPM preferred
- Reliable, professional, and respectful in tone
- Familiar with using browsers, dashboards, or email platforms
- Can work independently with minimal oversight
- Available 15 to 40 hours per week
- Own a desktop or laptop (no tablets) and a strong internet connection (25 Mbps minimum)
- Willing to apply written feedback to improve speed, tone, and accuracy
- Interested in long-term growth in customer support, QA, or editorial work

Tips for Performing at a High Level

Speak Like a Real Person
Even when using templates, personalize your responses. A line like "Totally get how frustrating that is" can turn a tense exchange into a positive experience.

Know Your Tools
Learn the tags, search features, and template shortcuts. The more fluent you become with your dashboard, the smoother your workflow will be.

Multitask with Focus
Chat support is all about balancing multiple conversations. Use notes and tags to stay oriented, and never send a rushed reply without reviewing.

Stay Calm and Curious
Some customers will be upset. Stay curious, not defensive. Ask questions, clarify concerns, and offer solutions without taking it personally.

Let Feedback Shape You
QA teams will give you written reviews of your performance. Agents who read, apply, and evolve from that feedback consistently earn better shifts and faster promotions.

Getting Started with the Client

Step 1: Apply Online
Submit your resume or availability overview. Share your preferred working hours and confirm your computer and internet specs.

Step 2: Writing & Typing Challenge
Complete a quick tone-matching test, basic grammar review, and a timed typing speed check.

Step 3: Chat Simulation Preview
You'll participate in a real-time simulation of a support shift with mock customer conversations. This helps assess pacing and tone.

Step 4: Paid Training
Training takes place over 3–4 days and is fully remote. You'll cover knowledge base usage, formatting rules, and escalation protocols.

Step 5: Performance Trial
During your first 10 shifts, you'll receive detailed written feedback from QA leads and improve through structured coaching.

Step 6: Full Access Assignment
Pass your trial and secure your shift schedule, bonus eligibility, and access to advanced roles in content editing, QA, or client communication.

Workplace Environment
No meetings. No calls. No video. You'll work in a completely asynchronous system using text-based tools. Your schedule is consistent and your performance is measured through your writing—not how much you talk. You'll be part of a focused team that values efficiency, clarity, and respect.

Perks and Extras

- Fully paid training
- Weekly or biweekly pay
- No phone, voice, or video obligations
- Access to advanced writing tools (Grammarly Premium, ChatMate, etc.)
- International applicants welcome
- Peer performance bonuses and shift incentives
- Equipment stipend available after 30 days
- Internal promotion pathways to QA, coaching, or editorial roles

Why This Role May Be the Right Fit for You
If you've been told you "write well" or are often the one people come to for help with wording things—this job is made for you. It's structured, consistent, and calm. There are no meetings or awkward calls—just clear writing, steady income, and meaningful support. You'll be trained, respected, and given real opportunities to advance—regardless of your background.

Applicant Questions Answered

Is experience required?
No. We're hiring based on writing ability, not previous jobs.

Are there any phone or video meetings?
No. All work is written. No calls, no Zoom, no voice chats.

Is this job available internationally?

Yes. As long as your internet is stable and your written English is fluent, you're welcome to apply.

When will I get paid?

Pay is weekly or biweekly depending on your region. Training is also paid.

Do I need to commit to specific hours?

Yes. You'll choose from available shift blocks and commit to a consistent schedule each week.

Next Steps to Apply

Submit your application and complete the writing assessment now. We're hiring new cohorts weekly, and space is limited. Start your remote career today—no degree, no phone, no experience required. Apply now.

Disclosure