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APPLY NOW

Online Chat Support Role – Remote Work Opportunity, No Experience Required

Description

Position Summary

Our client, a well-known direct-to-consumer brand in the personal wellness industry, is expanding its remote support operations and hiring entry-level Online Chat Support Assistants. This role is 100% remote and designed for individuals who want to work from home without the need for phone calls, video meetings, or prior customer service experience. If you're a self-starter with reliable internet and strong written communication skills, this could be your opportunity to begin a long-term remote career.

The Online Chat Support Assistant position centers around responding to live customer inquiries through a chat interface on the company's website. You'll help visitors understand product features, guide them through purchases, troubleshoot common problems, and ensure every interaction is positive. You don't need to memorize product details or manage complicated cases—everything is system-guided, and you'll receive full training. This is ideal for beginners seeking flexible, consistent income in a calm, chat-based environment.

What You'll Be Doing

Responding to Live Chat Requests

You'll monitor the incoming message queue and engage with customers who initiate chat support. This may involve answering product-related questions, offering links to helpful resources, or assisting with order navigation.

Using Templates to Maintain Accuracy

Chat support relies heavily on templated responses and AI tools. You'll be guided by suggested replies and standard responses, helping you maintain clarity, speed, and accuracy in every message.

Handling Simple Account & Order Issues

You'll help with password resets, address updates, shipping status checks, and coupon code errors. Complex issues are escalated automatically to specialized departments.

Hiring organization

Remote Chat Support Positions No Degree

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

Logging Chats and Applying Tags

After each conversation, you'll apply standardized tags and brief summaries so other support staff can reference prior communication if follow-up is required.

Maintaining Customer Satisfaction

Your performance is based on customer ratings, chat resolution time, and helpfulness. You'll receive regular feedback and training to help you succeed in the role.

A Day in the Life

Your shift begins when you log into the company's web-based chat dashboard. As visitors browse the website, you'll see new messages populate your queue. Most shifts involve juggling a few chat threads at once, using side-by-side response templates to ensure speed and consistency. You'll take short breaks throughout your scheduled block, and shift leads will be available via chat to assist with any questions or technical issues. Your tasks are clear, your tools are intuitive, and your environment is quiet—no ringing phones, no meetings, no pressure to sell. This is remote work the way it should be: flexible, focused, and rewarding.

Required Skills & Qualifications

- No college degree required
- No prior work experience necessary
- Comfortable writing in English with proper grammar and tone
- Capable of multitasking between chats and documentation
- Proficient with basic computer usage (web browsers, typing, copy/paste)
- Stable internet connection and a personal computer or laptop
- Reliable and self-motivated with strong attention to detail

How to Thrive in a Remote Role

Set Clear Boundaries for Work

Choose a quiet and consistent workspace where you can focus during your shift. Minimize distractions and create a routine that keeps you organized and energized.

Take Full Advantage of Training

You'll be provided with everything you need to succeed, including modules, mock chats, and response templates. Don't skip steps—each part of training builds your confidence.

Track Performance Metrics

Keep an eye on your response time and satisfaction scores. The better you perform, the more likely you are to receive bonuses or preferred shift slots.

Ask for Help When Needed

Don't wait if you're stuck. Team leads and supervisors are always on chat during shifts to offer assistance and guidance when you need it.

Base Salary

\$ 25 - \$ 35

Date posted

June 25, 2025

Valid through

01.01.2029

Perks & Benefits

- Hourly pay between \$25–\$35, depending on shift and experience
- Weekly payouts via direct deposit or supported digital platforms
- 100% remote – work from anywhere with reliable internet
- No voice calls, no cold calling, no video conferencing
- Paid training and easy-to-use chat support platform
- Performance bonuses based on chat ratings and efficiency
- Growth path into senior support roles, QA, or training after 90 days

Frequently Asked Questions

Is prior experience needed to apply?

No experience is required. This role is open to anyone with solid writing skills and the ability to learn simple online tools.

Will I have to speak to customers over the phone?

No. This position is entirely chat-based. You will not be expected to make or receive phone calls or appear on video.

How flexible is the schedule?

Very flexible. Multiple shift options are available across different time zones. You'll be able to choose the days and times that work best for you from an approved list of open slots.

How long does training take?

Training is self-paced and typically takes 3–4 hours to complete. Once you finish, you'll be onboarded into the live system and can begin earning immediately.

Can I apply from outside the United States?

Yes. As long as you have strong written English and meet the tech requirements, this position is open internationally.

How to Apply

Click through to complete the online application form. You'll provide your availability, system specs, and answer a few simple questions to determine eligibility. Once approved, you'll be sent login credentials to access training and begin the onboarding process. There are no setup fees or equipment requirements beyond a basic computer and Wi-Fi access.

Why This Remote Job Is Perfect for You

This online chat support role is an excellent opportunity to break into remote work without needing a degree, previous job experience, or a background in customer service. You'll enjoy stable pay, a predictable workflow, and complete flexibility in choosing your hours. It's ideal for parents, students, freelancers, travelers—or anyone seeking work that fits around their lifestyle. Apply now and begin earning income online from the comfort of home with a team that values simplicity, flexibility, and clear communication.



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