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Digital Customer Messaging Representative – Online – \$25–\$35/Hour – Entry-Level – No College Degree or Prior Experience Needed – Chat Support Positions Online

Description

Role Overview We're actively hiring Online Customer Messaging Agents for a fully remote, entry-level role that offers \$25–\$35 per hour. This job is ideal for individuals looking to start a remote career without a college degree or prior experience. All communication is handled via written messaging—live chat and email only. There are no phone calls or video meetings required. If you enjoy helping people and writing clear, supportive messages, this role offers stable income, flexible shifts, and paid training. **The Client & What You'll Be Doing** Our client is a global support partner that handles chat and email communication for fast-growing companies in the wellness, ecommerce, and SaaS industries. These brands depend on real-time, high-quality written support to keep customers happy and loyal. Your job will be to provide frontline support by resolving order issues, updating accounts, answering product-related questions, and managing basic troubleshooting—all via written channels. You'll use CRM dashboards, response templates, and internal help docs to make each reply accurate and professional. **Primary Job Tasks**

- Respond to customers through live web chat, managing multiple threads simultaneously with professionalism and attention to detail.
- Address support tickets submitted by email, delivering timely, courteous, and solution-oriented responses.
- Use CRM and chat platforms to view customer history, tag conversations, and update resolution status.
- Modify saved responses based on each customer's situation while maintaining brand voice and tone.
- Escalate technical problems or special requests using structured internal processes.
- Prioritize live chat engagement while maintaining pace with queued emails.
- Reference internal documentation to stay current on procedures, promotions, and known issues.
- Complete a shift summary at the end of each work session to document patterns, unresolved cases, and daily volume.
- Participate in written performance reviews and apply feedback to improve clarity, tone, and response efficiency.
- Suggest updates to templates or training materials when you notice customer confusion or outdated guidance.
- Track and meet performance goals, including response time, accuracy, and customer satisfaction rating benchmarks.
- Collaborate asynchronously with team leads and peers through Slack or internal message boards—no meetings required.

Hiring organization

Work From Home Tech Jobs

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work possible

Date posted

September 21, 2025

Valid through

01.01.2029

A Typical Shift Breakdown
Start of Shift Log in, check announcements, and resolve any flagged emails from previous shifts. Load your dashboard and review today's chat queue and coverage notes.
Mid-Shift Activity This is your busiest period. You'll juggle live chats (usually 2–4 at once) while responding to email tickets between sessions. Common topics include billing questions, access issues, and product setup help.
End of Shift Close conversations, tag unresolved tickets, and write a short summary in your team handoff log. You'll also review your ticket stats and flag anything urgent for the next rep.
Who We're Looking For

- No previous job experience required
- No college degree or certifications necessary
- Strong written English skills with clear, friendly tone
- Typing speed of 40+ WPM with minimal errors
- Able to follow templates and tone guidelines while adapting replies as needed
- Familiar with email, browser navigation, and cloud-based software
- Self-disciplined and reliable in a quiet, remote setting
- Available 15 to 40 hours per week on a consistent schedule
- Personal desktop or laptop and high-speed internet connection (25 Mbps or higher)
- Open to feedback and interested in learning support best practices

Tips for Performing at a High Level Make It Easy for the Customer Use short paragraphs, clear headings (if applicable), and direct answers. Customers love quick solutions and respectful communication.
Speed Comes with Familiarity You'll start slow—but as you learn the templates and help docs, you'll move faster while maintaining accuracy and tone.
Don't Let Volume Rattle You Multiple chats may come in at once. Take notes, use internal shortcuts, and prioritize calmly.
Keep It Positive, Even When Saying No Sometimes you can't fulfill a request. Stay helpful by offering alternatives, reassurance, and a roadmap to the next step.
Get Better Every Week Written feedback from QA leads is your cheat code. The more you apply it, the faster you'll unlock better shifts and opportunities.
Getting Started with the Client
Step 1: Apply Online Submit your resume or availability summary. You'll be prompted to share your work hours and home setup specs.
Step 2: Writing & Typing Assessment Complete a short test to evaluate grammar, tone, typing speed, and your ability to compose helpful messages.
Step 3: Scenario-Based Simulation If selected, you'll participate in a browser-based mock shift where you'll respond to chat and email messages in real time.
Step 4: Paid Remote Training Training runs 3–4 days and is fully remote and asynchronous. You'll learn internal tools, escalation workflows, and brand tone standards.
Step 5: Trial Performance Period Your first 10 shifts will be monitored by QA reviewers who provide written coaching to improve your efficiency and message quality.
Step 6: Ongoing Role Assignment Once the trial is complete, you'll receive your permanent schedule, performance bonuses, and access to role advancement.
Workplace Environment Everything in this role is asynchronous. You'll never join a Zoom call, attend a meeting, or answer a phone. All updates, coaching, and support happen in writing. Tools like Notion, Slack, and HelpScout keep you connected while allowing full flexibility to work independently and focus on written tasks.
Perks and Extras

- Paid training with weekly pay
- Flexible shifts with part-time or full-time options
- 100% chat and email only—no calls ever
- Bonus pay for quality and reliability
- Internal coaching to grow into QA or team lead roles
- Grammarly Premium and writing productivity tools included
- Global access—open to international applicants

- Equipment reimbursement after 30 days of successful work

Why This Role May Be the Right Fit for You You don't need a degree, experience, or sales background to succeed here—just strong writing skills, a good attitude, and a desire to do great work. If you've been overlooked by traditional jobs because of your resume, this is your chance to start fresh with a professional role that respects your time and effort. You'll never have to take a phone call, attend a meeting, or be micromanaged—just log in, do the work, and grow your career from home.

Applicant Questions Answered
Do I need prior experience in support or writing?No. Training is provided and success is based on your writing and learning ability—not your job history.
Is this job available internationally?Yes. Applicants from most countries are eligible if they meet the technical and language requirements.
Will I be making or receiving calls?Absolutely not. This job is written-only—chat and email exclusively.
How quickly can I begin?Many applicants begin paid training within one week of applying.
What equipment do I need?A reliable computer (not a tablet), Chrome browser, and stable internet connection with at least 25 Mbps speed.
Next Steps to ApplySubmit your application today and complete the writing test to reserve your place in the upcoming training cohort. If you're ready to start working from home and earn well in a text-only role—no phones, no meetings, no experience needed—this is the job for you. Apply now.



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