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Online Customer Messaging Role – Remote Work with Flexible Hours

Description

Overview of the Role

We are seeking new team members for an entry-level **Online Customer Messaging Assistant** position. This role is fully remote and ideal for individuals who enjoy engaging with people online and providing helpful responses via chat. Whether you're looking to build a career in customer service or seeking a flexible side income, this opportunity offers real-world experience, excellent pay, and complete independence. No prior experience or college degree is needed—just reliable internet, strong written communication, and a commitment to delivering helpful, courteous replies. Compensation can reach up to **\$35 per hour**, with both part-time and full-time scheduling options. All onboarding is completed online, and your first shift can begin within a week of applying. Ready to work from home and get paid to chat? This could be your next great opportunity.

Your Responsibilities

Responding to Customer Messages

You'll receive inbound text messages and chat requests from website visitors. These inquiries may include product questions, account concerns, or general feedback. You'll provide timely, polite, and clear responses using our chat platform and script library.

Using Chat Templates and Scripts

You'll have access to a database of ready-made responses that you can use or modify slightly to fit the situation. This keeps response times fast and ensures accuracy without the need to memorize information.

Identifying and Escalating Issues

If you encounter technical problems or sensitive issues you're not equipped to solve, you'll flag the message and forward it to a specialist using the "Escalate" button. Your job is to reassure the customer while this transfer takes place and provide any updates needed.

Logging Interactions

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

Each chat ends with a quick tagging process. You'll select a category (e.g., "Product Info," "Billing Question," "Escalated"), note the resolution status, and add a brief comment so the next agent can pick up where you left off if needed.

What You'll Experience Day to Day

Morning Shifts

- Log in to the platform using your credentials
- Check the day's bulletins or support memos
- Accept chat requests and begin messaging customers
- Use quick replies and templates to address concerns

Afternoon Tasks

- Take breaks as needed—your schedule is flexible
- Chat with supervisors or other agents via our internal Slack channel
- Mark resolved issues, tag ongoing requests, and forward tickets as necessary

Evening Wrap-Up

- Finish any remaining chats or hand off open cases
- Review performance feedback if applicable
- Log your hours and check your next available shift (if part-time)

What You Need to Qualify

- **No degree or certifications required**
- Fluent English writing and reading ability
- Access to a laptop or desktop (mobile devices not supported)
- Stable internet connection (10 Mbps or higher)
- Ability to type clearly, quickly, and with proper grammar

Who Succeeds in This Role?

This is a great opportunity for:

- Stay-at-home parents or caregivers needing flexible hours
- Students seeking part-time online work
- Digital nomads and travelers
- Anyone seeking legitimate online work without a phone component
- New workforce entrants without a resume or work history

Training and Onboarding

- All training is online, self-guided, and takes 3–5 days to complete
- You'll receive live examples, chat simulations, and usage of the tools
- Scripts, escalation procedures, and tone guides are provided
- Upon completion, you'll gain immediate access to available shifts

How You'll Be Paid

- Earn up to **\$35 per hour**, depending on availability and performance
- Bonuses available for accuracy, response time, and CSAT ratings

- Payments made weekly via PayPal or direct deposit
- No minimum hours, but consistent agents receive priority scheduling

What We Provide

- Custom dashboard to handle chats, tag issues, and view resources
- Internal agent support via live Slack workspace
- Weekly skill improvement emails and optional training sessions
- Escalation support from experienced supervisors

Frequently Asked Questions

Is this a real job or freelance gig?

This is a contract-based position that functions like a freelance role. You're not an employee, but you are paid weekly for your work and can select your own hours.

Do I have to take phone calls?

No. This is a chat-only support role. You'll never be asked to speak on the phone or appear on video.

How soon can I start?

You can begin training as soon as today. Click "Apply Now" to get immediate access to the onboarding dashboard.

Are there minimum hours I have to work?

We ask for a commitment of at least 10–15 hours per week, but you can go well beyond that if your schedule allows. The platform runs 24/7.

Is this available in my country?

This position is available internationally as long as you have fluent English reading/writing skills and meet the technical requirements.

How to Join

We've made the application process simple. Just click the **Apply Now** button on this page to gain access to our training portal. There's no interview, resume, or paperwork required. From there, you'll be walked step-by-step through a quick onboarding experience and guided directly into your first set of shifts. Most applicants are ready to begin within one week.

Why This Is a Smart Entry into Remote Work

This Online Customer Messaging role is an ideal way to break into remote work without needing technical skills, certifications, or a formal education. It's text-based, completely flexible, and comes with guided support so you never feel alone or underprepared. You'll earn competitive pay for every shift, build useful communication skills, and enjoy the freedom of working from anywhere with an internet connection. If you're ready to earn up to \$35/hour by helping customers online—without answering phones or sitting through interviews—this role is for you. Start now and you could be earning within the week.

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