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APPLY NOW

Online Customer Support Responder – Entry-Level Remote Role – \$25-\$35/hr – No Degree or Experience Required – Chat & Email Only

Description

Role Overview

We are hiring for an entry-level Online Customer Support Responder position to assist a client's users entirely through text-based platforms. This role pays between \$25 and \$35 per hour and is fully remote with flexible shift options. No college degree or professional experience is required, and all communications are done through chat and email—there are no phone duties. If you're detail-oriented, dependable, and ready to work from anywhere, this could be your ideal introduction to the remote job market.

The Client & What You'll Be Doing

Our client is an established SaaS company offering scheduling, billing, and automation tools for small businesses. They serve thousands of customers worldwide who rely on their platform daily. In this role, you'll be responding to inbound chat and email inquiries about the platform—guiding users through common issues, answering product questions, and helping troubleshoot login, billing, and settings problems. The role is non-technical and supported with templates, product documentation, and written coaching. You'll also use internal ticketing tools to resolve requests quickly and leave clear notes for follow-up when needed.

Primary Job Tasks

- Handle chat-based inquiries in real time, offering support to customers experiencing issues with account settings, usage features, or subscription details.
- Respond to help requests submitted through the client's online contact forms using well-structured, friendly, and informative emails.
- Search and update customer information in CRM systems, verify subscriptions, and assist with user authentication.
- Adapt existing response templates and macros to fit the tone of each conversation while keeping the message clear and professional.
- Escalate any complex issues to senior team members using the internal ticketing platform, and tag tickets for visibility.
- Keep a steady pace during your shift while maintaining quality standards for message tone, grammar, and content clarity.
- Read internal memos before your shift to stay updated on product changes, new bugs, and known issues affecting customers.
- Contribute to internal documentation by identifying recurring issues and proposing new templates or guidance material.

Hiring organization

Entry Level Remote Jobs

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

- Attend written check-ins with shift supervisors (no live meetings), where feedback is shared to help you improve.
- Follow all internal data handling policies to protect user information and ensure compliance with privacy standards.
- Participate in collaborative messaging threads with other support team members for troubleshooting and escalation planning.
- Submit an end-of-day summary report including resolved ticket numbers, open threads, and flagged issues.

Base Salary

\$ 25 - \$ 35

Date posted

May 28, 2025

Valid through

01.01.2029

A Typical Shift Breakdown

Early in Your Shift

You'll begin by checking for any updates from the product team or support lead, then dive into resolving open email tickets from previous shifts.

Mid-Shift Workload

This part of your shift will be focused on live chat messages, requiring quick thinking, attention to detail, and friendly communication.

Wrapping Up

Finish your final conversations, update ticket statuses, and fill out your end-of-shift log, noting any issues or feedback.

Who We're Looking For

- No college degree or work history needed
- Strong written English and grammar skills
- Typing speed of 40+ words per minute preferred
- Comfortable navigating multiple browser tabs and online systems
- Able to follow detailed instructions and formatting expectations
- Reliable, consistent availability for 20–40 hours per week
- Familiar with basic computer use and file sharing tools
- Access to a quiet environment, personal laptop or desktop, and stable internet
- Responsive to written feedback and motivated to improve
- Able to work independently and manage time effectively

Tips for Performing at a High Level

Writing & Typing Fluency

Use tools like built-in spellcheckers and browser add-ons to ensure that your messages are polished and professional.

Learning Product Details

Study help docs during onboarding and refer back to them regularly. Knowing the product well speeds up every reply.

Written Tone and Customer Care

Be kind, even when using templates. Use empathetic phrasing and soft language when users are frustrated.

Managing Live Workload

Focus on quick wins first. Batch tasks when possible and take notes between responses to stay organized.

Handling Remote Independence

Create a clear workspace. Use timers and stretch breaks to stay energized during

longer shifts.

Growing With Feedback

Embrace correction. Supervisors review your tickets weekly and offer written insights—apply them consistently.

Getting Started with the Client

Initial Application

Submit your name, contact information, and availability. A short questionnaire determines basic qualifications.

Written/Typing Skills Assessment

You'll complete a 10-minute assessment of grammar, tone, and typing speed.

Interview or Chat Simulation

Instead of an interview, you'll complete a text-based simulation handling mock support tickets in a test environment.

Remote Training (Paid)

Accepted applicants complete a 3-day asynchronous training program with quizzes, demos, and template walkthroughs.

Trial Period With Coaching

You'll complete your first 10 shifts under observation. A mentor will review your chats and emails and send you detailed coaching.

Ongoing Work Assignment

Once you pass the trial period, you'll be scheduled on a recurring weekly shift and become eligible for bonuses and internal promotions.

Workplace Environment

This is a calm, focus-friendly environment built for independent thinkers and writers. You won't have Zoom calls, office noise, or group meetings. Team members communicate entirely through text and respond asynchronously. Whether you're working from a home office or a quiet cafe, the only thing that matters is clear, consistent written work.

Perks and Extras

- Paid onboarding and training
- Flexible shift selection
- Work from anywhere
- No calls, meetings, or video work
- Weekly pay cycle
- Paid digital tools (e.g., Grammarly Pro)
- Peer bonus system for collaboration
- Monthly recognition awards
- Home setup support after 30 days
- Free access to online learning platforms

Why This Role May Be the Right Fit for You

If you're looking for a real work-from-home opportunity that pays well, respects your time, and doesn't require a degree or resume—this is it. You'll be trained, supported, and empowered to succeed as a chat and email-based customer support professional. The work is steady, the expectations are clear, and your writing skills will open the door to new career paths—all without ever taking a phone

call.

Applicant Questions Answered

Is prior experience really not required?

Correct. We welcome applicants with no background in customer service. The entire job is taught during training.

Can I work from outside the U.S.?

Yes. This position is open to international applicants who meet the technical requirements and can work within your chosen time block.

How soon can I start?

Most successful applicants begin training within one week of applying.

What's the schedule like?

You'll be able to submit your availability and then choose recurring shifts that work for your time zone and commitments.

Is this a phone job?

Not at all. All work is done through written communication. No voice calls are required or expected.

What equipment do I need?

You'll need a laptop or desktop (not a tablet or phone), reliable internet, and a quiet environment.

Next Steps to Apply

Click below to begin the quick application process. You'll receive an invitation to complete your typing and grammar test within 24 hours. Once approved, paid training begins promptly. This is your opportunity to work from home, support global customers, and grow in a remote-first team—all without a degree or phone work. Apply now.



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