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Remote Chat Assistant – Entry-Level Online Job with Flexible Hours

Description

Position Summary

A fast-scaling digital marketplace is hiring Remote Chat Assistants to help support online visitors across its network of websites. This entry-level position is entirely remote and requires no prior experience or degree. It is a perfect fit for individuals looking to break into remote work while earning reliable weekly pay. You'll work from home, manage real-time chat conversations, and help customers navigate products and services—entirely through text. This is not a call center or phone-based job. All customer interactions are done through a web-based chat dashboard. If you're comfortable typing, following templates, and helping people solve simple problems online, you can succeed in this role regardless of your professional background.

What You'll Be Doing

Handling Live Customer Chats

You'll respond to inbound messages from website visitors in real time. Questions often relate to product features, order support, or account setup. You'll be trained to handle each type of inquiry using an internal guide.

Using Scripted Replies and Tools

The platform comes with a robust script library and automation tools that make replying easy. You won't need to memorize anything—just follow the prewritten steps and tailor replies when needed.

Tagging and Escalating When Necessary

If a customer's request falls outside of your scope, you'll tag the chat and hand it off to a supervisor or technical agent. You'll never be expected to solve high-level issues alone.

Documenting Chats Briefly

At the end of each conversation, you'll categorize the issue using dropdown menus and write a quick summary. This helps with analytics and future support consistency.

Hiring organization

Work From Home Customer Support Jobs

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

December 20, 2025

Valid through

01.01.2029

Multitasking in Busy Periods

You may manage up to three chat threads at once during high traffic times. The interface is designed to keep chats organized, and you'll receive support from AI-powered suggestions.

A Day in the Life

You'll start your shift by logging into the chat dashboard and checking for any updates. As messages come in, you'll respond in real-time using templates and training guides. You'll take regular breaks, escalate when needed, and sign off cleanly at the end of your scheduled time. You won't be on Zoom calls or dealing with meetings—this role is strictly chat-focused and asynchronous beyond your live shift.

Required Skills & Qualifications

- No experience required—this is a beginner-friendly opportunity
- No degree necessary
- Typing ability of at least 30 words per minute
- Clear and professional written English communication
- Ability to follow scripts and structured support flows
- Reliable home internet (10 Mbps or better)
- Access to a laptop or desktop computer (smartphones and tablets not supported)
- Quiet space to focus during work hours

How to Thrive in a Remote Role

Establish a Work Routine

Remote success comes from structure. Choose consistent work hours and set up a space that keeps you focused during shifts.

Utilize Training Materials

Everything you need to succeed is provided during onboarding. Revisit training modules as needed and apply them in real chats.

Communicate Clearly and Efficiently

Concise replies that solve problems quickly make for a great user experience—and increase your performance scores.

Stay Within Your Role

When unsure, escalate. You're not expected to handle every edge case. The system is designed to support you at all times.

Perks & Benefits

- Hourly pay ranging from \$25–\$35 depending on shift and experience
- Work from anywhere in the world
- 100% chat-based support—no calls, no video meetings
- Flexible scheduling with part-time and full-time shifts

- Weekly payouts via digital transfer
- Opportunities to earn bonuses for high performance
- Step-by-step onboarding and paid training
- Access to support staff during all shifts

Frequently Asked Questions

What kind of experience do I need?

None. This role is built for beginners. You'll receive all the training you need to succeed, and scripts will guide your day-to-day work.

Is this a phone or sales job?

No. There are no phone calls or cold outreach. This role is 100% live chat with customers who've initiated the conversation.

Is this role available internationally?

Yes. As long as you have a computer, strong internet, and written English proficiency, you can apply from anywhere.

How fast can I start?

Most applicants begin training within 48 hours and complete it within 2-3 days. You'll start earning shortly after passing onboarding.

How are shifts scheduled?

You'll choose available time slots during the application process and can update availability weekly. Shifts are assigned based on your preferences and coverage needs.

How to Apply

Start by filling out the short online application with your contact details, typing test, and availability. No resume is required. Once approved, you'll receive immediate access to onboarding. Training is self-paced and completed fully online. After completion, you'll be able to pick your shifts and begin earning immediately.

Why This Remote Job Is Perfect for You

This Remote Chat Assistant position is designed to be beginner-friendly, flexible, and truly remote. If you want to avoid phone calls, skip commuting, and start earning with minimal setup, this job delivers. With no degree requirements, no sales calls, and no prior experience needed, it offers an accessible path into the remote work world—backed by support, structure, and weekly pay.



APPLY NOW

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