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Remote Chat Help Desk – Entry-Level Position, No College Needed

Description

Position Introduction

A digitally native consumer goods brand is expanding its customer experience team and is looking to bring on additional remote Help Desk Chat Assistants. This role is open to applicants without prior experience or formal education—what matters most is your ability to communicate effectively in writing, stay organized, and maintain a calm demeanor while helping others. If you're ready to begin a career in online customer support, this opportunity offers training, growth potential, and flexible scheduling options.

Primary Tasks You'll Perform

Live Chat Support

Answer real-time customer questions using an online chat system. Most inquiries involve product availability, shipping timelines, account troubleshooting, and basic order issues. Your responses will follow brand tone and templates but should feel friendly and helpful.

Navigation Guidance

Assist users in navigating the company's website, tracking orders, and locating product categories. You'll often point them to links, explain processes, or share quick tips using chat macros and prepared scripts.

Identify and Escalate Edge Cases

If you encounter situations outside of your authority—such as suspected fraud or damaged goods—you'll route the chat to a specialist. You're never left on your own to handle sensitive cases.

Maintain Customer Records

For each chat completed, you'll document key information using a short tagging and summary process to ensure continuity if customers return for follow-up.

Your Daily Workflow

Hiring organization

Remote Customer Service Jobs No Degree

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work possible

Date posted

February 2, 2025

Valid through

01.01.2029

- Log into the company's web-based platform
- Start receiving and responding to queued chats from customers
- Use provided response guides and macros to reply quickly and accurately
- Work independently but with real-time access to support if needed
- Complete and close each chat with notes and categorization

Who We're Looking For

- Reliable and self-motivated individuals
- Strong typing and written English communication
- Ability to stay focused and organized in a remote setting
- No college education or prior customer service background required
- Typing speed of 35+ WPM preferred

Technical Setup You'll Need

- Stable internet connection (minimum 10 Mbps download speed)
- Laptop or desktop computer (Chromebooks and tablets not compatible)
- Updated web browser (Chrome, Firefox, Safari, or Edge)
- Quiet and private workspace

What You'll Receive

- \$25/hour starting rate
- Weekly direct deposit
- Work-from-anywhere flexibility
- Training and access to team leads for support
- Flexible scheduling including evenings and weekends
- No phone calls, no video conferencing, no camera needed

Getting Started

You'll begin with a short online orientation that walks you through the company platform, response guides, and escalation procedures. Once training is complete, you'll shadow a few practice chats and then begin taking live messages under light supervision. Continued mentorship is available through a live internal team chat feature during your shifts.

Why This Role Works for So Many

- It's ideal for those entering the workforce or restarting their careers
- Perfect for people who are great at texting and typing but dislike phones
- Allows for full remote independence while offering structure
- No unnecessary qualifications or tests—just a willingness to learn

Application FAQs

Can I apply if I've never had a remote job before?

Absolutely. This role is designed to help people transition into the world of remote work with full support and training.

Is this customer service or tech support?

This is customer support, not IT troubleshooting. You'll help with things like orders, product questions, and accounts—not software bugs.

Do I have to speak on the phone?

No phone or voice support is required. This is a chat-only position and all communication is written.

How long before I can start?

Most new hires complete onboarding and begin training within 5–7 days of applying, depending on demand.

Make Your Move into Remote Work

This Chat Help Desk role removes the usual roadblocks—degrees, resumes, interviews—and offers a clear path to paid, professional online work. If you're organized, dependable, and ready to type your way into a better routine, this is your entry point. Flexible hours, high pay, and no micromanagement—start your application now and take the first step toward remote freedom.

APPLY NOW

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