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## Online Chat Interaction Expert – \$25–\$35/Hour – Entry-Level – No College Degree or Prior Experience Needed – Online Chat Positions

### Description

**Role Overview** We are currently onboarding Remote Chat Interaction Specialists for a fully online, entry-level customer support role that pays between \$25–\$35 per hour. This position is ideal for individuals looking for remote chat jobs with no experience or degree required. All communication is handled through web-based chat and email—there are no voice calls, no in-person meetings, and no video conferencing required. If you're a clear writer with a professional tone and the ability to focus independently, this role offers flexibility, income stability, and on-the-job skill development. **The Client & What You'll Be Doing** Our client is a digital service provider supporting consumer-facing brands in the ecommerce, personal care, and online learning industries. These brands offer 24/7 support through a dedicated chat team. Your responsibilities will include answering product-related questions, resolving billing and login issues, assisting with cancellations, and providing order updates. You'll manage all of this via browser-based tools with full access to searchable internal documentation and chat templates that ensure your replies are professional, timely, and accurate. **Primary Job Tasks**

- Respond to incoming customer messages via chat using brand-specific tone and resolution guidelines.
- Monitor and reply to customer email inquiries, addressing topics such as order tracking, subscription adjustments, and technical issues.
- Use client-provided dashboards and CRMs to view account history, document outcomes, and mark conversation status.
- Personalize saved reply templates to reflect each customer's specific request and maintain a human tone.
- Escalate flagged issues, such as security concerns or technical bugs, to the appropriate department using ticket tagging procedures.
- Meet performance benchmarks, including average response time and ticket resolution quality.
- Stay informed of updates to brand policies, promotions, and known technical issues by reviewing internal announcements at the start of each shift.
- Participate in writing reviews and feedback cycles that help improve clarity, efficiency, and tone consistency.
- Maintain productivity by managing 2–4 concurrent chats and keeping the email queue clear during scheduled shifts.
- Collaborate asynchronously with team leads and fellow agents via Slack, help desk threads, or internal forums.
- Flag repeated issues or knowledge base gaps to help improve saved replies and help documentation.

### 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

- Log end-of-shift notes summarizing unresolved tickets, customer themes, and pending follow-ups.

**A Typical Shift Breakdown**  
**Early in Your Shift** You'll start by logging into your support platforms and checking for updates or known issues. Then, begin replying to queued email tickets and prepping for live chat influx.  
**Mid-Shift Workload** This is your high-volume window. You'll handle multiple chats simultaneously, with customers asking about returns, delayed shipments, coupon codes, and subscription options.  
**Wrapping Up** In the final 20–30 minutes, you'll complete all open conversations, flag pending ones for reassignment, and submit a summary note for the next shift's team to pick up seamlessly.  
**Who We're Looking For**

- No prior customer service experience required
- No college degree necessary
- Strong command of written English
- Typing speed of 40+ WPM recommended
- Calm, polite communicator—even under pressure
- Proficient with web navigation, forms, and cloud-based tools
- Self-disciplined and able to stay productive in a quiet home setup
- Available to work at least 15 hours per week (more hours available)
- Reliable internet connection and a personal laptop or desktop
- Open to constructive feedback and coaching via written reviews

**Tips for Performing at a High Level**  
**Writing & Typing Fluency** Customers expect polished, professional communication. Proofread your replies. Avoid filler and fluff—be warm, direct, and correct.  
**Learning Product Details** Use the internal knowledge base effectively. Bookmark popular articles, and familiarize yourself with the brand's most common support requests.  
**Written Tone and Customer Care** Customers remember how you made them feel. Even when the answer is “no,” explain clearly and show empathy. Personalization goes a long way.  
**Managing Live Workload** Create a system that helps you track multiple conversations. Use hotkeys, tag filters, and split-screen views to maintain order and speed.  
**Handling Remote Independence** You'll work alone, but you're not unsupported. Use your documentation first, ask questions when needed, and stay accountable to your shift responsibilities.  
**Growing With Feedback** Weekly feedback includes writing scores, response time, and customer satisfaction. These reviews are your roadmap to better shifts and bonus eligibility.  
**Getting Started with the Client**  
**Initial Application** Apply with a short resume or availability summary. Indicate your timezone and work-from-home setup. No cover letter needed.  
**Written/Typing Skills Assessment** Complete a brief writing task and live typing test. This helps us evaluate tone, grammar, and your ability to follow chat-style instructions.  
**Interview or Chat Simulation** Top applicants will join a live chat simulation mimicking real customer conversations. This helps us assess your pacing and clarity in real time.  
**Remote Training (Paid)** Training lasts 3–5 days and is paid. It covers system navigation, brand tone, template usage, escalation protocols, and best practices for remote workflows.  
**Trial Period With Coaching** The first 10 shifts are closely monitored. You'll receive written coaching on clarity, professionalism, and chat speed. This is a development period, not a test.  
**Ongoing Work Assignment** After your trial, you'll receive a set shift schedule, performance metrics dashboard, and access to internal growth paths like quality assurance and knowledge base editing.  
**Workplace Environment** The client supports a writing-first workplace. All communication—including training, coaching, and escalation—is done in writing. There are no required calls, video chats, or meetings. Team updates are posted via Slack, and all collaboration is done asynchronously. You'll work in a distraction-free, metrics-driven environment focused on clarity, consistency, and results.  
**Perks and Extras**

- Paid training and onboarding
- Weekly or biweekly pay depending on location
- Completely phone-free support role
- Global availability across time zones
- Flexible schedule options with shift consistency
- Bonuses for quality and attendance
- Equipment stipend after 30 days
- Access to premium writing tools like Grammarly and internal macro libraries
- Growth opportunities into training, QA, or editorial positions

**Why This Role May Be the Right Fit for You** You don't need a stacked resume or a college diploma to succeed in this job. If you're reliable, a strong writer, and can follow instructions, this is one of the easiest ways to enter the remote job market. With solid pay, flexible hours, and valuable communication training, you can grow into a long-term online career—starting from wherever you are today.

**Applicant Questions Answered**

**Do I need a headset or phone line?** No. You'll never be required to speak with customers—everything is handled in writing.

**Is experience really not required?** Correct. We're looking for clear writers who are dependable, not necessarily experienced in support.

**What if I don't live in the U.S.?** No problem. Applicants from most countries are welcome as long as they have high-speed internet and English fluency.

**How soon can I start?** Most accepted candidates begin paid training within 5–7 business days.

**What kind of computer is required?** A laptop or desktop running a modern browser (Google Chrome recommended), plus internet speeds of at least 25 Mbps.

**Is this job full-time or part-time?** Both options are available. Minimum availability is 15 hours/week, with additional hours offered based on performance.

**Next Steps to Apply** Submit your resume and complete the writing assessment today. We review applications on a rolling basis and will notify you within 72 hours if selected. Take the first step toward your remote chat support career—no degree, no experience, and no phone calls required. Apply now.

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