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APPLY NOW

Remote Chat Resolution Agent – No Experience Needed – \$25–\$35/Hour – Full-Time Text-Based Work – Remote Chat Assistant Jobs

Description

Role Overview

We are recruiting on behalf of a fast-growing client seeking a full-time Remote Chat Resolution Agent. This role pays \$25–\$35 per hour, operates entirely online, and is conducted via chat and email—no voice or video calls required. No college degree is needed. No prior work experience is expected. This is an ideal position for those looking to start a legitimate remote career with flexibility, stability, and paid training.

The Client & What You'll Be Doing

Our client is a rapidly expanding software-as-a-service (SaaS) company specializing in digital scheduling and automation tools. Their user base spans small businesses, entrepreneurs, and remote teams across over 50 countries. Your role is to provide written customer support using the platform's internal ticketing system and live chat software. You will help users resolve common issues like login problems, billing questions, subscription updates, and software functionality troubleshooting. All responses are conducted via written communication, supported by internal templates, scripts, and a digital knowledge base.

Primary Job Tasks

- Respond promptly to customer inquiries using live chat tools, offering real-time assistance for users experiencing minor platform issues or confusion.
- Draft thoughtful and well-structured email replies to support requests submitted via the platform's contact page. You'll use approved templates but customize responses to suit the customer's tone and concerns.
- Navigate the internal CRM to locate and verify customer accounts, check recent activity, and ensure accurate issue tracking.
- Escalate technical or high-priority requests to specialized departments while documenting case history thoroughly.
- Identify recurring issues that may indicate a bug or UX issue and flag them in internal reports for review.
- Keep ticket response times under required benchmarks by prioritizing urgent or high-impact messages during peak hours.
- Participate in a weekly written review where feedback is given on tone, accuracy, spelling, and speed.
- Collaborate asynchronously with teammates to manage overflow tickets or assist in cases requiring multilingual clarification.
- Attend optional written coaching sessions for performance development and process refreshers.
- Suggest improvements to internal documentation by highlighting outdated

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

processes or missing steps.

- Maintain a log of completed tickets, unresolved escalations, and recommended next steps for each case.
- Follow company standards on customer data privacy and appropriate ticket closure workflows.

Base Salary
\$ 25 - \$ 35

A Typical Shift Breakdown

Early in Your Shift

You'll log in, review your assignment dashboard, and check internal updates. From there, you'll begin by clearing out backlog email tickets from the prior day.

Date posted
May 28, 2025

Valid through
01.01.2029

Mid-Shift Workload

Your time will shift to live chat sessions—usually 2–4 conversations at once. These are fast-paced and demand clear, calm messaging with accurate resolutions.

Wrapping Up

During your final hour, you'll submit a summary log, finish any open conversations, and relay ongoing cases to the next shift agent. All of this is done through your dashboard—no voice handoffs or meetings.

Who We're Looking For

- No experience in customer service is required
- No college degree or certifications needed
- Strong English writing skills and ability to adapt tone
- Typing speed of 40 words per minute or better
- Comfort using online tools like ticketing systems, Google Docs, and browser extensions
- Self-starter who can stay focused without direct supervision
- Personal computer (desktop or laptop) and stable internet connection
- Ability to work at least 25 hours per week
- Willingness to participate in written feedback sessions and improve
- Interest in long-term growth and consistency

Tips for Performing at a High Level

Writing & Typing Fluency

Your speed and grammar will directly impact your ticket volume and quality. Tools like Grammarly or Hemingway Editor can help you maintain high standards.

Learning Product Details

Use the internal wiki and sample tickets to become fluent in how the platform works. This makes your responses faster and more accurate.

Written Tone and Customer Care

Respond as a real human would—warm, helpful, and clear. Even template replies should be adapted to suit the customer's emotion and tone.

Managing Live Workload

Set timers to stay on track, handle simpler chats first, and always summarize next steps clearly to avoid repeat contacts.

Handling Remote Independence

Create rituals: same hours, same workspace, same check-in steps. This leads to higher productivity and job satisfaction.

Growing With Feedback

Look at your chat scores weekly. What patterns are emerging? Improving your first-response resolution rate can lead to fast promotions.

Getting Started with the Client

Initial Application

Submit your contact details, weekly availability, and basic computer specs. No resume needed.

Written/Typing Skills Assessment

You'll take a 15-minute test assessing typing speed, grammar, and ability to write support-style messages.

Interview or Chat Simulation

Instead of a call, you'll complete a real-time scenario test simulating common customer issues.

Remote Training (Paid)

Accepted applicants will complete a 3-day asynchronous training series with hands-on exercises, guided ticket practice, and tutorials.

Trial Period With Coaching

Your first 10–15 shifts will be monitored, and you'll receive detailed written notes from your team lead. No meetings—just written feedback.

Ongoing Work Assignment

Once you've passed the trial, you'll be added to a core team rotation and gain access to perks, bonuses, and advancement pathways.

Workplace Environment

This client is remote-first, asynchronous, and built for people who work well independently. There are no meetings, no video calls, and no micromanagement. Team interaction happens via Slack-style threads and updates are shared in short memos. This role is ideal for someone who thrives in a calm, text-focused work style.

Perks and Extras

- Work-from-anywhere flexibility
- Paid onboarding and training
- Weekly pay via direct deposit
- All-chat and email—no phones
- No meetings or video requirements
- Access to writing tools (e.g., Grammarly Pro, Notion templates)
- Stipend for internet or home office setup after 45 days
- Monthly peer bonus draws and digital gift cards
- Access to mental health and wellness apps
- Opportunities to move into QA, documentation, or knowledge base teams

Why This Role May Be the Right Fit for You

You're tired of scams, MLMs, and empty "remote job" promises. You want a reliable paycheck, flexible hours, and a supportive work environment. You want to work quietly, build new skills, and have your performance recognized. This is that opportunity. You don't need to speak on the phone. You don't need to sell anything. You don't need to sit through daily meetings. You just need to write clearly, show up consistently, and take feedback seriously.

Applicant Questions Answered

Is previous experience really not needed?

Correct. Many of our best-performing agents had never worked in customer support before this job.

Do I have to be based in the U.S.?

No. Applicants from most countries are eligible. You just need reliable internet and availability for scheduled hours.

Is this a freelance or full-time role?

It's a part-time to full-time remote employee role, not freelance. You'll have stable shifts and access to team perks.

Do I need to attend video calls or meetings?

No. This team works 100% via written communication—Slack, email, and ticketing tools.

How long does training take?

Most agents complete training and begin trial shifts within 5 business days.

Do I need special tools or software?

All systems are browser-based. You'll just need a computer and high-speed internet.

Next Steps to Apply

Use the application form to get started. The team will send your typing and grammar test within 24 hours. From there, the hiring process moves quickly. If you're ready to begin a legitimate work-from-home role with no degree or experience, apply now while slots remain available.



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