

<https://jobtacular.com/job/remote-customer-messaging-agent-work-from-home-job-with-training/>

**APPLY NOW**

## Remote Customer Messaging Agent – Work-from-Home Job with Training

### Description

### Position Summary

Our recruitment partner is seeking dependable, detail-oriented individuals to fill several Remote Customer Messaging Agent positions. These are full-time or part-time chat-based roles that require no degree and no previous experience. If you're looking to enter the remote workforce, this job offers a unique opportunity to earn a reliable income while learning valuable communication and tech skills—all from the comfort of your home.

This isn't your typical call center job. As a Messaging Agent, you'll interact with customers exclusively through text-based chat—no phones, no video, and no cold calling. All interactions take place on a secure browser-based platform, where you'll handle inquiries about products, orders, and account support. Comprehensive training is provided and paid, making this one of the most accessible remote jobs for beginners ready to take the leap.

### What You'll Be Doing

#### Answering Incoming Chat Requests

You'll manage real-time messaging conversations from customers browsing the company's website or mobile app. Your job is to assist them with product questions, order tracking, discount codes, and general account help.

#### Following Step-by-Step Response Templates

All responses are guided by a system of prewritten replies, decision trees, and automated suggestions. These templates allow you to respond quickly, professionally, and accurately—without having to “wing it.”

#### Escalating Issues When Necessary

If a customer's question goes beyond your scope—such as requests for refunds, billing disputes, or complex technical issues—you'll route the case to a senior agent or supervisor with one click.

#### Managing Multiple Chat Threads

### Hiring organization

Work From Home Customer Support 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

You'll often handle more than one conversation at a time, and the software is designed to help you stay organized. Color-coded tabs and auto-suggested replies help you maintain flow and efficiency across multiple chats.

## Tagging and Logging Conversations

At the end of each chat, you'll categorize it using predefined tags and write a short summary of the conversation. This helps ensure quality tracking, customer satisfaction, and future support consistency.

## A Day in the Life

When your shift begins, you'll log into a secure online dashboard that displays all incoming chat requests. Throughout your shift, you'll support a variety of customers via messaging only—no audio or video contact. Breaks are scheduled and respected, and you're never required to work beyond your selected hours. There are no team meetings, and all training and communication are handled through the dashboard or internal chat system.

## Required Skills & Qualifications

- No degree or certifications needed
- Clear written English and strong communication skills
- Typing speed of at least 30 WPM
- Comfort using web browsers, tabs, and modern interfaces
- Reliable internet connection (10 Mbps minimum)
- Access to a desktop or laptop computer (no tablets/smartphones)
- Ability to work independently and follow instructions closely

## How to Thrive in a Remote Role

### Create a Focused Work Environment

Find a quiet, distraction-free space where you can concentrate during your shift. Even a small home office setup with headphones and a desk can improve performance.

### Use the Tools and Templates Provided

The job is designed to be beginner-friendly. You'll be given all the tools you need—just follow the scripts, apply the templates, and escalate when necessary.

### Communicate Proactively

Whether you need clarification or encounter an unusual issue, support staff are just a message away. Ask questions often and take advantage of real-time supervisor access.

### Practice Typing Efficiency

### Base Salary

\$ 25 - \$ 35

### Date posted

June 28, 2025

### Valid through

01.01.2029

Improving your speed and clarity while typing will help you handle more chats at once—leading to higher performance scores and better pay opportunities.

## Perks & Benefits

- Hourly pay starting at \$25/hour, scaling to \$35/hour based on performance
- Weekly digital payments via secure platforms
- Flexible shift scheduling—days, nights, or weekends
- 100% remote role—work from home or anywhere with stable Wi-Fi
- Paid onboarding and certification process
- No phone calls, no video calls, no selling
- Internal team chat available for live support
- Pathways to advancement into team leadership and QA

## Frequently Asked Questions

### Is this a contract or a permanent role?

This is an ongoing contract role with consistent weekly pay and optional renewals based on performance. Many agents work long-term and move up within the team.

### Do I need to have worked remotely before?

No. First-time remote workers are welcome. Everything you need will be taught in training, and there's constant support available via internal chat channels.

### What is the application process like?

There's a short application form, a typing test, and an internet speed check. No resume, no interviews, and no prior experience are needed. If selected, you'll be onboarded remotely and begin training immediately.

### How soon can I start?

Once approved, most agents begin paid training within 3–5 business days. After certification, you can start working shifts the same week.

### Can I work from any location?

Yes. This role is open worldwide, provided you have strong English skills, a fast internet connection, and the ability to receive digital payments in your country.

## How to Apply

Getting started is easy. Submit your basic information through the short application portal, complete a short typing assessment, and verify your internet speed. You'll then be invited to complete training and start your first shift. No interviews, no resumes, and no experience required—just a willingness to learn and help customers succeed.

## Why This Remote Job Is Perfect for You

If you're looking for a flexible work-from-home position that doesn't require a degree, certifications, or past experience, this Remote Customer Messaging Agent role is designed for you. It's a legitimate, entry-level opportunity to earn \$25–\$35 an

hour by helping real customers through chat—without phones or video. Whether you're between jobs, a student, a parent, or just someone ready to enter the remote workforce, this position gives you the tools, support, and structure to succeed from day one.



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