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**APPLY NOW**

## Online Customer Success Chat Representative – \$25–\$35/Hour – No College Degree or Prior Experience Required – Entry-Level – Digital Chat Support Positions

### Description

**Role Overview** We're now hiring Remote Customer Success Chat Agents for a fully online, entry-level role that pays \$25 to \$35 per hour. This is a non-phone position—everything is handled through live chat and email. No prior experience or college degree is required. If you're detail-oriented, have a knack for written communication, and want a stable work-from-home opportunity with growth potential, this position could be a perfect match. **The Client & What You'll Be Doing** Our client is a customer support partner for digital service companies in the wellness, productivity, and streaming media sectors. Their clients need always-available, friendly, and fast written support—and that's where you come in. You'll respond to customer questions using browser-based platforms. Tasks include resolving subscription issues, helping users access content, answering general product questions, and ensuring each customer feels supported and understood. You'll rely on documentation, saved replies, and internal systems to maintain accuracy and speed. **Primary Job Tasks**

- Provide real-time support to customers via live chat, resolving inquiries about billing, logins, subscriptions, and product navigation.
- Manage a queue of email tickets and reply to each message using clear, well-formatted responses that reflect the brand voice.
- Review customer history and notes within the CRM before responding to ensure context-aware replies.
- Use pre-written templates and saved macros, modifying them to reflect the individual customer's issue and tone.
- Escalate high-priority issues with full documentation, including what was attempted and what's needed next.
- Maintain required metrics for first-response time, resolution speed, and quality score.
- Monitor internal Slack channels for policy updates, issue alerts, and template adjustments.
- Submit daily end-of-shift summaries noting customer trends, flagged bugs, and unresolved cases.
- Participate in asynchronous coaching and training programs, including grammar refreshers and tone calibration modules.
- Recommend improvements to saved replies when repetitive questions aren't fully addressed.
- Navigate 3–4 live chat windows simultaneously while tracking email inbox activity and tagging tickets.

### 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

**A Typical Shift Breakdown**  
**Starting the Day** Log in to the helpdesk and check for system notices or flagged tickets. Begin by answering any priority emails, then open your chat interface to begin supporting live customer sessions.  
**Middle of Shift** This is peak volume. You'll juggle multiple chats, respond to fresh email tickets, and solve problems quickly with a combination of saved replies, product docs, and tagging tools.  
**Ending Your Shift** Close all conversations, escalate unresolved issues, and submit your shift report. This includes tracking the number of tickets resolved and noting anything unusual or worth flagging for your team lead.  
**Who We're Looking For**

- No degree or previous experience required
- Typing speed of at least 40 WPM
- Strong command of written English
- Calm, supportive tone when writing to upset or confused customers
- Capable of staying focused and productive without live supervision
- Familiarity with navigating dashboards and browser tabs
- Available for at least 15 hours/week
- Own a computer and have internet speeds of 25 Mbps or more
- Open to coaching and continual improvement
- Able to stick to a consistent schedule once assigned

**Tips for Performing at a High Level**  
**Be Fast, But Be Right** Speed matters—but sending an incomplete or unclear answer slows everything down. Focus on accuracy and tone first, then build speed with practice.  
**Make Templates Your Own** Saved replies are your friend, but never send them unchanged. Always personalize your response to the customer's tone, situation, and level of tech comfort.  
**Know When to Escalate** If something is outside your knowledge base, escalate it quickly and clearly. Wasting time trying to fix what you're not trained for hurts resolution time.  
**Keep Your Tabs Clean** Use color-coded tabs, sticky notes, or browser extensions to keep multiple chats organized and reduce confusion between cases.  
**Feedback = Advancement** Your QA scores open doors. Agents who apply feedback quickly are the first to be considered for bonuses, better shifts, and internal opportunities.  
**Getting Started with the Client**  
**Step 1: Apply Online** Submit your resume or availability summary and confirm your home office setup.  
**Step 2: Take a Skills Evaluation** Complete a live typing speed test, grammar review, and two short message-based support scenarios.  
**Step 3: Simulated Chat Shift** You'll respond to mock customer requests in a time-controlled browser interface. This helps evaluate real-world response ability and tone.  
**Step 4: Paid Training** Once accepted, you'll enter a 3-day paid training period. It includes tone guides, live walkthroughs, response formatting, and product mock-ups.  
**Step 5: Monitored Launch Phase** The first 10 shifts are observed by QA leads. You'll receive daily written feedback and access to peer discussion boards.  
**Step 6: Full Work Assignment** Complete the trial successfully, and you'll be assigned a set shift schedule, gain access to monthly bonus programs, and unlock advancement tracks in QA, training, or client support.  
**Workplace Environment** This is a written-first, remote culture. You will never be required to attend phone calls, video conferences, or live meetings. All training, updates, and collaboration happen through internal dashboards, written documents, and Slack-style chat. The job is structured, quiet, and optimized for independent performance.  
**Perks and Extras**

- Weekly or biweekly pay
- Paid onboarding and coaching
- No voice or video work ever required
- Grammarly Premium and text optimizer tools provided
- Monthly quality bonuses based on writing scores and resolution times
- Promotion opportunities within 30–60 days

- Equipment reimbursement for qualified team members
- Open to applicants worldwide

**Why This Role May Be the Right Fit for You** Whether you're starting over, working around school or family, or just want a quiet, stable job with real advancement potential, this role gives you the structure and flexibility you need. With no calls, no meetings, and no previous experience required, it's one of the most beginner-friendly remote jobs available today—built for capable writers who want to work independently and grow from wherever they are.

**Applicant Questions Answered**  
**Do I need a resume or previous job history?** No. A basic summary of your availability and typing ability is all we need. Training is provided.  
**Is this job available internationally?** Yes. As long as you meet the language and tech requirements, we accept applicants globally.  
**How soon can I start?** Accepted applicants typically begin training within 3–5 business days.  
**Do I need to attend meetings or make calls?** No. This job is written-only—no Zoom, no phones, no voice chats.  
**What are the minimum system requirements?** You'll need a desktop or laptop, Chrome browser, and 25 Mbps internet connection.

**Next Steps to Apply** Apply today and begin the assessment. We're onboarding on a rolling basis with limited cohort spots. If you want to work from home, communicate clearly, and grow fast—start now. No experience or degree required.



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