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APPLY NOW

Remote Email and Chat Support Jobs – No Phone, Full Flexibility | \$25–\$35/hr

Description

Job Title: Remote Email & Live Chat Support Agent

Compensation: \$25–\$35 per hour, paid weekly

Location: Fully Remote – Open to global applicants

Schedule: Flexible 4–8 hour shifts; 15–40 hrs/week

Experience Required: None – entry-level with training

Education Required: No degree required

About the Company

This digital membership company offers subscription access to wellness tools, digital downloads, and coaching content for thousands of users worldwide. Their reputation for responsive, no-pressure support has made them a top choice for users who value fast service and clear guidance—without the hassle of phone queues. With a growing user base and multiple time zones to support, they're expanding their remote team with dedicated professionals for **email and chat support roles**—fully remote, fully written, and 100% customer-focused.

Position Overview

If you're searching for **remote email and chat support jobs**, this role gives you everything you need to get started in customer support—without cold calling, scripted phone interactions, or required degrees. You'll communicate entirely through chat and email, helping users troubleshoot issues, navigate account tools, and understand how to get the most out of their subscription.

What You'll Be Doing

- Answer support requests submitted via live chat and email
- Resolve billing issues, login problems, feature access, and account navigation
- Use saved replies and workflow scripts for speed and accuracy
- Document and tag each support case clearly
- Escalate complex issues to Tier 2 support as needed
- Provide fast, friendly, and helpful communication in every message

Why You'll Love This Role

- **Zero phone work.** All support is done through writing
- **Set your own schedule.** Mornings, evenings, weekends—your choice
- **No degree or experience needed.** Training starts day one
- **Weekly pay.** Predictable Friday deposits for hours worked
- **Work-from-anywhere culture.** Join a team that values autonomy and flexibility

Minimum Requirements

- Laptop or desktop with Chrome installed

Hiring organization

Entry Level Remote Jobs

Employment Type

Full-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland

Base Salary

\$ 25 - \$ 35

Date posted

May 20, 2025

Valid through

01.01.2029

- Stable internet (10 Mbps minimum)
- Typing speed of 45+ WPM
- Excellent written English and attention to tone
- Ability to work independently in a remote environment

Pay & Schedule Info

Starting pay: \$25/hour

Increase to \$30-\$35/hour after 30 completed shifts with strong QA scores

Shifts are self-scheduled each week. 4-8 hour blocks available across all time zones. Minimum 15 hours per week.

Training Timeline

- 2-hour onboarding walkthrough
- Hands-on practice with chat/email ticket simulations
- First live shift reviewed by QA support team
- Start paid shifts within 3-5 days of onboarding

Example Shift

You log in for a 5 PM-10 PM session. You help a user apply a discount via email, walk another through account setup in chat, and resend a failed download link to a third. Every conversation is structured, written, and calm—no pressure, no calls.

What Team Members Say

"This is the best job I've had in terms of flexibility. I work around my schedule, get paid weekly, and never have to be on a call." – *Maya F., New York, NY*

"I was nervous about customer service until I found out it could be 100% messaging. Now I enjoy helping people and I don't feel overwhelmed." – *Julian C., Manila, PH*

FAQs

Is this truly phone-free?

Yes. All support is handled via chat and email—no calling, no meetings.

Can I work from another country?

Absolutely. The team is fully remote and internationally distributed.

How soon can I begin?

You can typically begin paid shifts 3-5 business days after training.

Apply Now – Chat and Email Support You Can Do From Anywhere

Click the Apply Now button to apply for one of the top **remote email and chat support jobs**. Start helping real users, earning steady income, and working on your terms—all without ever dialing a number.

Visit Site

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