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Remote Jobs No Degree – Work from Home Chat Support | \$25–\$35/Hour

Description

Position Summary

Looking for a career where you can work from home, earn \$25 to \$35 per hour, and don't need a college degree? Our client is hiring enthusiastic individuals for remote jobs no degree required, focusing on live chat and email customer support. This role is perfect for those who enjoy helping others through written communication and want the freedom of a fully remote position. You'll assist customers with their questions, resolve issues, and provide a seamless experience, all from the comfort of your home office. This opportunity offers flexible scheduling, allowing you to pick shifts that suit your lifestyle, whether you prefer mornings, evenings, or weekends. The client is dedicated to inclusive hiring, welcoming candidates without formal education or prior experience. All you need is a passion for customer service and basic tech skills. This is a legitimate, remote-first role designed for beginners, career changers, or anyone seeking remote jobs hiring now, with comprehensive training to set you up for success. As a remote chat support specialist, you'll handle customer inquiries via live chat and email, addressing topics like product details, account issues, or order statuses. You'll rely on the client's knowledge base to provide accurate answers, troubleshoot basic problems, and escalate complex cases as needed. This role is ideal for those who thrive in text-based communication and want to avoid phone-based work. It's one of the most accessible remote jobs no degree needed, offering a stable income and opportunities to build valuable skills. Why choose this position? It's a low-barrier entry into the world of remote work, with no degree required and a supportive environment to help you grow. The client's remote-first model lets you work from anywhere with a reliable internet connection, balancing personal responsibilities while earning a competitive wage. If you're looking for flexible remote jobs that offer both stability and growth potential, this role is an excellent fit.

About the Client

Our client is a fast-scaling company that provides customer support solutions for brands in industries such as ecommerce, technology, and lifestyle. With a global customer base, they operate 24/7 to deliver timely, high-quality service through chat and email channels. Their partnerships with innovative companies allow them to maintain a dynamic, remote workforce that meets the demands of a growing market. Embracing a remote-first culture, the client prioritizes inclusivity and hires candidates without degrees or prior experience. They provide extensive training and modern tools to ensure every team member can excel. By fostering a diverse, supportive environment, the client creates opportunities for individuals to succeed in

Hiring organization

Work From Home Chat Support

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

January 12, 2025

Valid through

01.01.2029

remote jobs no degree required, empowering them to build rewarding careers in a virtual setting.

Key Responsibilities

- **Engage Customers via Live Chat:** Respond to real-time customer inquiries on the client's chat platform, addressing questions about products, services, or accounts with clarity and a friendly tone to ensure satisfaction.
- **Handle Email Support Requests:** Write clear, professional responses to customer emails, using the client's templates and knowledge base to resolve issues efficiently and maintain consistency.
- **Process Refunds and Returns:** Manage refund or return requests by following the client's policies, ensuring accuracy and keeping customers informed throughout the process.
- **Use Knowledge Base Resources:** Access the client's internal tools to find accurate information on products, services, or procedures, ensuring your responses align with brand standards.
- **De-escalate Customer Frustrations:** Apply empathy and problem-solving skills to address upset customers, offering solutions to resolve their concerns and maintain trust in the brand.
- **Track Performance Metrics:** Monitor your response times, resolution rates, and customer satisfaction scores using the client's tools to meet team performance goals.
- **Collaborate with Team Members:** Communicate with colleagues via Slack or similar platforms to share insights, escalate issues, or coordinate on time-sensitive customer needs.
- **Maintain Detailed Records:** Log customer interactions in the client's CRM system, ensuring all details are accurately documented for future reference or follow-up.
- **Stay Updated on Policies:** Regularly review updates to the client's products, services, or guidelines to provide current and accurate information to customers.
- **Contribute to Team Improvements:** Share feedback from customer interactions with your manager to help refine processes and enhance the overall support experience.
- **Manage Multiple Conversations:** Handle simultaneous chat sessions efficiently, prioritizing urgent inquiries while maintaining professionalism and accuracy.
- **Provide Proactive Support:** Identify opportunities to assist customers beyond their initial query, such as suggesting relevant products or clarifying account details.

How Your Day Will Look

Morning: You start your shift by logging into the client's support platform from your home workspace. After reviewing the latest knowledge base updates, you dive into live chats. A customer asks about a product's features, and you provide a detailed response using the client's resources. You also tackle a few email tickets about account issues, crafting clear replies. A Slack message from your team lead highlights a new policy update, which you note for future interactions.**Midday:** The chat volume increases, and you manage multiple conversations, including one from a customer confused about a billing charge. You clarify the issue and offer a solution, earning a thank-you message. During a brief pause, you join a virtual team discussion on Slack, where colleagues share strategies for handling peak hours. You escalate a technical query to a senior agent, ensuring all details are logged in the CRM system.**Afternoon:** As the day progresses, you focus on clearing email

tickets, responding to inquiries about shipping and promotions. A frustrated customer reaches out about a delayed order, and you use empathy to de-escalate, providing a resolution that leaves them satisfied. You check your performance metrics, happy to see your high customer satisfaction score. Before signing off, you share a process improvement idea in the team's Slack channel, feeling connected to your remote colleagues.

Required Qualifications

This role is designed for individuals eager to start a remote customer service career, with no degree or prior experience required. The client values soft skills like empathy, clear communication, and adaptability to deliver outstanding service. You should be comfortable using basic software, including web browsers, messaging apps, and CRM systems, with a willingness to learn new tools quickly. You'll need a reliable high-speed internet connection (minimum 25 Mbps download speed) and a quiet, distraction-free workspace. A computer or laptop with at least 8GB of RAM and a modern operating system (Windows 10 or later, or macOS 11 or later) is required. A typing speed of at least 40 words per minute with 90% accuracy is essential to manage chat and email volumes efficiently. If you're motivated and customer-focused, this is one of the best remote jobs no degree needed.

Skill-Building Tips for Success

Typing Speed and Accuracy: Fast, error-free typing is key to handling multiple chats. Practice with tools like TypingTest.com or Keybr to reach 40+ words per minute while maintaining high accuracy. **Text-Based Empathy:** Build rapport with customers by using warm, understanding language. Practice rephrasing responses to sound positive, like turning "We can't do that" into "Here's what I can do to help you!" **Time Management:** Stay organized by prioritizing urgent tickets and using timers to manage your tasks. Take short breaks to stay focused and avoid burnout during busy shifts. **Product Knowledge:** Master the client's knowledge base during training. Create a personal cheat sheet for common issues to provide quick, accurate responses that align with brand guidelines. **Stress Management:** Handling upset customers can be challenging. Use mindfulness techniques, like quick stretches or deep breathing, to stay calm and focused during high-pressure moments. **Continuous Learning:** Take advantage of the client's training and explore free online resources like Coursera to improve your customer service skills. Seek feedback from your manager to grow.

Onboarding Process with the Client

Application & Interview: Submit your application through our job board, answering questions about your interest in remote work. If selected, you'll have a virtual interview to discuss your goals and availability. **Skills Assessment:** Complete an online test to evaluate your typing speed, written communication, and ability to follow instructions, ensuring you're ready for the role. **Paid Training:** Participate in a 1–2-week paid training program, conducted remotely, to learn the client's systems, products, and customer service protocols. **Shadowing:** Observe experienced agents handling live chats and emails to gain practical insights. You'll have opportunities to ask questions and prepare for real-world scenarios. **Ramp-Up:** Start managing a small number of customer interactions with guidance from your manager, receiving feedback to build your confidence and skills. **Full Integration:** Within 4–6 weeks, you'll handle a full workload independently, with ongoing support from your team and access to the client's resources.

Work Culture

The client's remote-first culture is collaborative and inclusive, connecting team members through Slack for work updates, casual chats, or team discussions. Virtual events, like online quizzes or coffee chats, foster a sense of community despite the distributed workforce. Managers provide regular feedback through one-on-one check-ins, helping you grow while ensuring you feel supported. The asynchronous work model offers flexibility to manage your tasks independently, with shift options that fit your schedule. The client values diversity and work-life balance, creating a welcoming environment where you can thrive. Whether you're collaborating on a customer issue or sharing ideas with teammates, you'll feel part of a dynamic, remote community.

Non-Traditional Benefits

While this role does not include health insurance, the client offers a range of perks to enhance your remote work experience:

- **Paid Training:** Get paid during the comprehensive training program, ensuring you're compensated while learning.
- **Flexible Hours:** Choose part-time or full-time shifts, including mornings, evenings, or weekends, to suit your lifestyle.
- **Referral Bonuses:** Earn extra pay by referring friends or family who join the team and meet performance goals.
- **Home Office Stipend:** Receive a one-time payment to set up your workspace with essentials like a headset or ergonomic chair.
- **Learning Platforms:** Access free online courses to develop skills in customer service, communication, or technology.
- **Recognition Programs:** Enjoy rewards like gift cards or team shout-outs for outstanding performance.
- **Performance Incentives:** Unlock bonuses for achieving high customer satisfaction or resolution metrics.

Why This Job is Perfect for You

This remote job no degree required is an excellent opportunity for anyone looking to start a career without formal education or experience. With a competitive pay range of \$25-\$35 per hour, you'll earn a reliable income while gaining transferable skills like communication, problem-solving, and time management. The flexible schedule makes it ideal for balancing personal responsibilities, whether you're a student, parent, or career switcher. The role offers growth opportunities, such as advancing to senior support roles or exploring other positions within the client's organization. With comprehensive training and a supportive culture, you'll thrive even as a beginner. If you're seeking remote jobs hiring now that offer stability and skill development, this position is a perfect fit.

Frequently Asked Questions

Is this a phone-based role? No, this role is entirely text-based, involving live chat and email support, ideal for those seeking non-phone remote jobs. **Do I need a degree or experience?** No degree or prior experience is required. The client provides paid training to prepare you for the role. **Is this part-time or full-time?** Both part-time (20-30 hours/week) and full-time (40 hours/week) options are available, based on your preference. **What hours can I work?** Flexible shifts include daytime, evening, and weekend options to accommodate your schedule. **What are the tech requirements?** You'll need a computer with 8GB of RAM, a modern operating system, and a high-speed internet connection (25 Mbps minimum). **Can international applicants apply?** Yes, international candidates are

welcome if they meet tech and time zone requirements.**How soon can I start?** The hiring process takes 2–4 weeks, with immediate openings for qualified candidates.

How to Apply

Ready to jump into remote jobs no degree needed? Click the “Apply Now” button on our job board to submit your application. The process is simple and supportive, guiding you toward a rewarding remote career. Apply today and start building your future with a flexible, well-paying role!



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