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Remote Jobs No Experience – Entry-Level Customer Chat Support Role | \$25–\$35/Hour | Work from Anywhere

Description

Role Overview Compensation: \$25–\$35 per hour Location: Fully Remote – Work from Anywhere Schedule: Flexible hours, full-time and part-time available Experience: No prior work experience required Education: No degree necessary – high school diploma or equivalent preferred **Your Remote Opportunity** If you're searching for remote jobs with no experience needed and want to get your foot in the door with a legitimate, well-supported position, this opportunity is built for you. Our client—a growing digital communications company—is expanding their virtual support team and hiring beginner-friendly Customer Chat Support Representatives. You'll be helping customers via live chat and email platforms, offering assistance, resolving concerns, and ensuring a seamless customer journey. All while working from home or anywhere with a stable internet connection. This role is perfect for individuals who are detail-oriented, empathetic communicators, and eager to learn the ropes of remote customer service. You'll be fully trained and supported at every step, and because the role is entirely chat-based, you'll never have to get on the phone. Whether you're switching careers, re-entering the workforce, or looking for your first job, this is a true entry-level gateway into the remote work economy—with no experience or degree required. **About the Hiring Company** Our client is a digital-first company that specializes in customer engagement solutions across eCommerce, SaaS, and digital media. They provide chat and email support teams to some of the fastest-growing brands online. Their commitment to remote-first work environments and inclusivity has made them a go-to partner for companies seeking flexible, scalable support solutions. With a distributed team of remote support professionals around the world, they understand what it takes to succeed from home. Their internal systems, communication platforms, and training programs are all designed to help newcomers thrive—whether you're answering a product question, troubleshooting a billing concern, or pointing customers to the right resource. **What You'll Be Doing** As a Remote Customer Chat Support Representative, your primary job will be helping customers via real-time chat and email-based platforms. This includes handling common service inquiries, guiding customers through product features or issues, and assisting with online transactions.

- **Responding to Live Chat Requests:** You'll monitor incoming customer chats and respond promptly with accurate and helpful information using the company's chat software.
- **Email Correspondence:** Some inquiries will arrive via support tickets or emails. You'll manage inbox flow and provide professional, timely responses.
- **Resolving Customer Issues:** From password resets to order status checks, you'll walk customers through solutions while maintaining a friendly

Hiring organization

Work From Home Customer Support Jobs

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

November 11, 2025

Valid through

01.01.2029

and professional tone.

- **Documenting Interactions:** You'll record all interactions in the CRM system to ensure issues are tracked and resolved effectively.
- **Escalating Complex Cases:** If you encounter a more technical or policy-related issue, you'll flag it for the appropriate internal team.
- **Providing Product Information:** You'll help customers learn about available products and services, offering recommendations when appropriate.
- **Assisting with Orders and Returns:** You may support customers in placing orders or initiating returns based on the company's policies.
- **Handling Multiple Chats:** As you gain experience, you'll manage 2–3 chats simultaneously while maintaining quality and speed.
- **Learning Brand Voice and Tone:** Every client has a unique way of communicating. You'll be trained on how to represent each brand professionally.
- **Participating in Feedback Loops:** The client values input from support staff. You'll be invited to share ideas to improve workflows, processes, or customer satisfaction.

Daily Workflow Snapshot
Morning You'll log into your remote chat dashboard, check for new internal updates, and review customer inquiries that may have come in overnight. You might begin with a few follow-up emails from the previous day and then jump into handling live chats—typically responding to questions about product availability or order tracking. You'll also join a brief virtual stand-up meeting with your team lead to discuss priorities or share tips.
Midday Around lunch, traffic often spikes. You'll begin juggling several concurrent chats—perhaps assisting customers with billing concerns or helping them locate digital download links. You may also be asked to QA a knowledge base article or provide internal feedback on a recent chat tool update. If you're working part-time, this might be when your shift ends.
Afternoon For those working full-time, the second half of the day continues with a mix of chats, internal documentation, and proactive customer outreach. You may also handle some email follow-ups from escalated cases and prepare for handoff to the evening support team. If it's Friday, you'll participate in a virtual happy hour or shoutout session to celebrate weekly wins.
What You'll Need to Succeed

- A strong command of written English with clear, concise communication
- Ability to stay organized while handling multiple chat threads
- Empathy and patience when working with frustrated or confused users
- Interest in learning new tools, platforms, and customer service practices
- A distraction-free home setup with fast, stable internet
- Basic tech literacy, including typing, navigating web apps, and using Google Workspace
- Openness to feedback and a desire for continuous growth
- High school diploma or equivalent (no college degree required)
- Positive attitude, curiosity, and self-discipline
- Availability to work a consistent schedule (flexible shifts available)

Training & Onboarding Our client provides a robust 6-phase onboarding program designed to support those with no prior experience:

1. **Application & Interview:** Submit your resume and complete an online assessment designed to test basic writing and tech skills.
2. **Skills Assessment:** A simulated chat scenario will evaluate your tone, speed, and problem-solving.
3. **Paid Training:** You'll join a cohort for a week-long remote training covering everything from tools to customer communication.

4. **Mentorship:** You'll be paired with a seasoned rep to shadow real interactions and get live feedback.
5. **Ramp-Up Period:** Start with fewer chat assignments and gradually build to full speed as your comfort level grows.
6. **Full Integration:** You'll take your own queue, contribute to weekly team check-ins, and continue learning through coaching.

Pay & Performance Bonuses This role offers competitive entry-level pay that grows with your skills:

- \$25/hour starting rate with weekly payments via direct deposit
- After 3 months: eligibility for \$30–\$35/hour based on performance
- Performance-based bonuses tied to customer satisfaction metrics
- Monthly incentives for top-performing reps
- Referral bonuses for bringing new qualified team members
- Paid training at full hourly rate
- Quarterly rewards for consistency and leadership potential

Work Schedule & Flexibility One of the biggest perks of this position is flexible, fully remote scheduling:

- Choose part-time (15–25 hrs) or full-time (30–40 hrs)
- Weekend-only and night shifts available
- Rotate hours monthly if needed—perfect for caregivers or students
- No location requirements—work from your home office, van life setup, or abroad
- Advance notice provided for schedule changes or team events
- Optional overtime opportunities during holiday or promo periods

Growth Opportunities Remote jobs with no experience often feel like dead ends. Not here.

- **Chat Lead Roles:** Manage and mentor junior reps after 6–9 months
- **Quality Specialist:** Monitor chat transcripts and deliver feedback
- **Training Assistant:** Help facilitate onboarding for new hires
- **Account Coordinator:** Liaise directly with client teams on process improvements
- **CX Operations:** Transition into customer experience strategy, reporting, and systems
- **Creative Teams:** Some high performers move into content writing, onboarding design, or brand voice training

Technical Setup for Success To succeed in this role, you'll need:

- A reliable computer (PC or Mac) less than 5 years old
- Minimum 25 Mbps internet download speed
- Noise-free work environment with headset (provided during training)
- Familiarity with browser-based tools (Zendesk, Intercom, Slack, Google Docs)
- Password manager and two-factor authentication
- Basic understanding of browser cookies, forms, and session data

Why People Love This Role

- You're never on the phone—only chat and email
- No dress code—work in PJs or gym clothes
- Flexible hours mean you can work around family or studies

- You don't need to fake a "professional background"—real people get hired
- You're part of a global team but work independently
- It's a great resume builder for tech, eComm, or CX careers
- You'll gain digital communication and remote productivity skills from day one
- You're paid weekly and promoted based on what you do—not where you came from

Questions You Might Have
Is this a real job or a freelance gig? This is a real, hourly-paid position with long-term potential. You're hired as a contractor or employee (varies by country) and supported with ongoing team resources.
Can I really apply with zero experience? Absolutely. The role is built specifically for beginners, and many of the client's best performers started here with no prior jobs or degrees.
Is this chat-only or will I need to make phone calls? This position is strictly non-phone. All communication happens via written chat and email—perfect for introverts or those with noisy households.
What time zone do I need to be in? While the role is open globally, there is strong preference for candidates in US, Canada, UK, Australia, or other English-dominant time zones for language and schedule alignment.
Can I use my tablet or smartphone? No. A laptop or desktop computer is required for accessing internal systems and multitasking efficiently.
How long does it take to get hired? The full application process typically takes 7–10 days, including assessment and onboarding. Training begins the Monday after your official acceptance.
Next Steps to Apply Ready to start a flexible, well-paid remote job with no experience needed? Click "Apply Now" to submit your application. Our client's recruiting team reviews all entries within 48 hours and will contact shortlisted applicants for next steps. Be honest, be yourself—and get ready to launch your remote work journey.



APPLY NOW

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