

<https://jobtacular.com/job/remote-jobs-no-phone-calls-25-35-hour-written-support-agent-100-chat-based-zero-talking-required/>

APPLY NOW

Remote Jobs No Phone Calls | \$25-\$35/Hour Written Support Agent - 100% Chat-Based, Zero Talking Required

Description

Hate Talking on the Phone? Good. This Job Doesn't Want You To.

Let's skip the awkward interviews, uncomfortable sales calls, and forced small talk. If you searched "remote jobs no phone calls," you want peace, flexibility, and a paycheck—not a headset. We're hiring **Remote Written Support Agents** for a 100% text-only customer service role. No phones. No video meetings. No scripts to read in a fake cheerful voice. Just solid pay—**\$25-\$35/hour**—for clear, written responses from the comfort of your own space.

What You'll Be Doing

You'll help customers with their questions and issues through live chat. Most problems are straightforward: login trouble, billing questions, shipping updates, or canceling a subscription. You'll use pre-written answers, help articles, and common-sense troubleshooting. You'll never be on the phone, in a Zoom meeting, or stuck in back-to-back calls. Just chat, solve, move on.

What You'll Handle

Reply to customer inquiries via written chat
Use quick replies and support tools to resolve common questions
Manage multiple chat windows calmly and professionally
Log internal notes and escalate anything complex
Deliver excellent service—without ever saying a word

Who This Is For

People with phone anxiety or who simply hate calls
Writers, introverts, and thinkers who prefer clarity over conversation
Job seekers looking for **real remote work** that's silent and structured
Parents, students, caregivers, or night owls needing flexible hours
Anyone burnt out by phone-based support or loud office environments

What You Don't Need

Hiring organization

Entry Level Remote Jobs

Employment Type

Full-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 25 - \$ 35

Date posted

April 19, 2025

Valid through

01.01.2029

A headset or webcam
Any phone or Zoom involvement
Past support experience—we'll train you
A degree, résumé full of buzzwords, or polished portfolio
To be on-call or live on Slack

What You Do Need

Typing speed of 40 WPM or better
Strong grammar, tone, and attention to detail
A laptop or desktop (Windows or Mac – no mobile or tablets)
Reliable internet (10 Mbps minimum)
15–40 hours/week of availability, including evenings or weekends
A focused, quiet space to work independently

Compensation & Benefits

\$25/hour starting pay
Earn up to \$35/hour with performance and shift bonuses
Biweekly direct deposit
Comprehensive paid training – no experience required
Flexible shifts—choose mornings, nights, weekends, or split blocks
Promotion paths to QA, training, or policy teams
Optional health, dental, and vision coverage for full-timers after 60 days
Performance bonuses, accuracy rewards, and team incentives

A Day in the Life

You start your shift from your quiet workspace. First chat: a user needs to update their billing info—you copy the link and paste instructions. Second chat: someone's confused about their plan—you send a comparison from the help center. A third chat comes in while you wrap up notes on the first. You focus, stay calm, and type fast. By the end of your shift, you've helped dozens of people—and spoken out loud to no one.

What You'll Learn

How to work in a structured support flow with clear expectations
How to communicate efficiently, empathetically, and professionally in writing
How to use customer service tools like Zendesk, Intercom, and Crisp
How to grow in remote-first work environments
How to manage time, tasks, and chat quality independently

What Other Agents Say

"This job is the reason I'm still sane. I don't talk on the phone, I don't pretend to be upbeat, and I still make great money doing focused, helpful work." – Myra C., Ohio
"I was working phone support and getting screamed at daily. Now I do the same kind of help—but in writing, at my own pace, and from my couch." – Dev L., Arizona

FAQs

Is this really phone-free?

Yes. You will never be expected to make or take a phone call. Ever.

Do I need customer support experience?

No. We'll train you on every tool, reply format, and workflow.

Can I work evenings or weekends?

Yes. We offer 24/7 coverage, and night/weekend availability often comes with bonuses.

How soon can I start?

Training begins within 3–5 business days of acceptance.

Can I grow in this role?

Absolutely. Top performers move into training, quality assurance, and policy roles.

Apply Now

If you've been looking for a **remote job that actually respects your boundaries**, this is it. No calls. No noise. No pressure to perform on cue. Just meaningful work that pays well. **Click the Apply Now button** to get started. You could be working remotely—chatting only—and earning \$25–\$35/hour by this time next week.

Visit Site

Disclosure

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