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Remote Jobs United States – Entry-Level Chat Support Role from Home

Description

Position Summary

Looking for **remote jobs in the United States** that offer schedule flexibility, solid hourly pay, and a chance to build digital work experience? This live chat support role is a fully remote position open to U.S.-based applicants. If you're seeking a role that doesn't require a degree, prior experience, or phone communication, this is a legitimate opportunity to earn from home in one of the fastest-growing fields online.

You'll provide chat-based support on behalf of online brands, guiding customers through basic questions, helping them troubleshoot common issues, and ensuring smooth user experiences. This role is ideal for anyone interested in remote work, digital customer service, or tech-adjacent roles that are beginner friendly.

What the Job Involves

You'll serve as a front-line representative for businesses by answering questions through web-based chat systems. Common inquiries involve product availability, order support, account access, and general guidance. All conversations happen via text—no calls required—and full training is provided to ensure you're prepared to assist customers effectively.

Key Responsibilities

Live Chat Interaction

- Respond to incoming messages from website visitors and logged-in users
- Use provided scripts and templates to guide each conversation
- Help customers understand promotions, policies, and product features

Issue Resolution

- Tag chats by type (billing, technical, product, other)
- Resolve common support issues using step-by-step checklists
- Escalate unresolved or complex inquiries to internal support teams

Platform Navigation

- Monitor chat dashboards and incoming conversation queues

Hiring organization

Remote Chat Support Positions No Degree

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland; Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; Georgia; Hawaii; Idaho; Illinois; Indiana; Iowa; Kansas; Kentucky; Louisiana; Maine; Maryland; Massachusetts; Michigan; Minnesota; Mississippi; Missouri; Montana; Nebraska; Nevada; New Hampshire; New Jersey; New Mexico; New York; North Carolina; North Dakota; Ohio; Oklahoma; Oregon; Pennsylvania; Rhode Island; South Carolina; South Dakota; Tennessee; Texas; Utah; Vermont; Virginia; Washington; West Virginia; Wisconsin; Wyoming; District of Columbia; American Samoa; Guam; Northern Mariana Islands; Puerto Rico; U.S. Virgin Islands

- Follow internal guidelines to prioritize urgent messages
- Track chat performance metrics such as response time and resolution rate

A Day in the Role

Morning Shift

Start your shift by logging into the chat platform and reviewing any holdover messages. Handle basic product inquiries and guide new customers through the ordering process.

Midday Activity

Help customers with login issues and coupon code troubleshooting. Use checklists and visual scripts to walk them through each step and submit system feedback if bugs arise.

Evening Wrap-Up

Review your metrics for the day, tag completed chats, and flag unresolved issues for the next shift. Document customer feedback to improve future conversations.

This Job Is Ideal For:

- U.S. residents seeking **remote jobs in the United States** with flexible hours
- New remote workers looking to gain online customer service experience
- Parents, students, freelancers, or part-time workers
- Individuals who want consistent income from home without phone work

Minimum Requirements

- Must be 18 years or older and legally able to work in the U.S.
- Fluent written English and comfort with text-based conversation
- Typing speed of 35 words per minute or more
- Reliable high-speed internet connection
- Laptop or desktop computer (mobile-compatible platforms available in some cases)

Preferred But Not Required

- Past experience in support, admin, or virtual assistant roles
- Familiarity with chat tools like Zendesk, Intercom, or Gorgias
- Interest in ecommerce, tech, or online customer experiences

Scheduling and Compensation

- Pay range: \$25-\$35/hour
- Work remotely from any U.S. location
- Set your own part-time or full-time hours
- Choose from available shifts based on demand

Training and Support

Base Salary

\$ 25 - \$ 35

Date posted

June 24, 2025

Valid through

01.01.2029

You'll begin with an onboarding sequence that teaches you how to navigate the chat system, respond to customer questions, and follow standard procedures. Training modules include live practice, scripts, and a knowledge base to ensure you're supported every step of the way. Most new hires complete onboarding in under 72 hours.

Frequently Asked Questions

Is this available in all 50 states?

Yes. As long as you have access to reliable internet and meet the minimum requirements, you can apply from any U.S. location, including territories.

Do I need experience?

No. This position is designed to be entry-level. Full training and resources are provided to help you succeed even if you're new to remote work or chat systems.

What are the work hours?

You choose your hours. Many workers log in mornings, evenings, or weekends. Some split their shifts into multiple short blocks throughout the day. There's no fixed schedule required.

Will I need to take phone calls or video meetings?

No. All communication is handled through written chat. There are no calls or video components to this role.

Can I work multiple jobs?

Yes. This role is compatible with freelance work, school schedules, or other employment. You're free to take on multiple remote jobs if desired.

How to Get Started

Click the "Apply Now" button to begin the application and onboarding process. You'll be guided through a short training, learn how to use the chat platform, and start receiving assignments once you're cleared to go live.

Why This Is One of the Best Remote Jobs in the United States

Many remote jobs require phone work, advanced technical skills, or long hours. This chat support position is different. It's structured for flexibility, uses tools you can learn in hours, and rewards consistency over speed. You'll gain real online work experience, contribute to growing businesses, and earn solid pay on your terms.

Final Thoughts

With more companies shifting operations online, **remote jobs in the United States** are becoming more accessible—but quality entry-level roles are still limited. This position gives you immediate access to digital work, strong compensation, and training that builds your resume. If you're ready to work from home and start

building your remote career, apply today.



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