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Remote Jobs United States - Live Customer Service \$25-35/Hour - No College Degree Necessary

Description

Catalyst Customer Dynamics Job Position: Live Customer Service Representative
Location: Remote Work - United States Wide
Pay Scale: \$25-35 Per Hour Plus Incentives
Time Investment: 5-40 Hours Weekly
Education Requirements: High School Diploma or GED
Start Timeline: Immediate Openings Available

About Catalyst Customer Dynamics

Catalyst Customer Dynamics stands as a transformative leader in the evolution of digital customer service, dedicated to bridging the gap between businesses and their customers through innovative live customer service platforms and cutting-edge communication technologies. Our mission centers on creating exceptional customer experiences while providing meaningful career opportunities for remote professionals across the United States. Established in 2015, our organization has grown to serve over 340 client businesses spanning technology, healthcare, retail, financial services, education, manufacturing, and professional consulting industries. This extensive client diversity provides our team members with invaluable exposure to multiple business models, varied customer demographics, and industry-specific service requirements that enhance professional development and career adaptability. Our fundamental business philosophy emphasizes depth over breadth in customer interactions, focusing on comprehensive problem resolution and relationship building rather than high-volume, transactional exchanges. This approach requires skilled professionals who understand that live customer service represents a strategic differentiator in competitive markets rather than merely a cost center for business operations. The remote work infrastructure at Catalyst Customer Dynamics reflects our commitment to accessibility, flexibility, and work-life integration for talented individuals regardless of geographic location, personal circumstances, or traditional employment barriers. Our distributed team model has consistently delivered superior service outcomes while accommodating diverse scheduling needs and lifestyle requirements. Innovation drives our continuous advancement in service delivery methodologies, training techniques, technology integration, and professional development programs. We maintain industry leadership positions in remote team management, virtual customer service excellence, and comprehensive career advancement frameworks that position our team members at the forefront of industry evolution. Team member success represents our primary organizational objective, demonstrated through extensive training investments, competitive compensation structures, authentic advancement opportunities, and supportive organizational culture that celebrates individual achievements while fostering collaborative excellence and mutual support. Our growth trajectory reflects increasing market demand for skilled live customer service

Hiring organization

Remote Customer Service Chat
Jobs No Experience Needed

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

September 21, 2025

Valid through

01.01.2029

professionals as businesses recognize the competitive advantages of exceptional digital customer experiences in driving customer retention, revenue growth, and market differentiation.

Position Scope and Core Functions

The Live Customer Service Representative position offers an outstanding opportunity to establish a rewarding career in digital customer engagement while enjoying the advantages of flexible remote work arrangements. This role combines immediate earning potential with comprehensive professional development in one of the most rapidly expanding sectors of the remote economy. Primary responsibilities encompass providing real-time customer assistance through website chat systems, social media platforms, email support, and integrated digital communication channels. You will function as the knowledgeable, empathetic interface that helps customers navigate products and services, resolve complex issues, and complete purchasing decisions through professional, relationship-focused communication. Live customer service delivery through website chat platforms involves greeting visitors proactively, answering detailed product inquiries, providing comprehensive pricing and availability information, explaining features and benefits clearly, and guiding customers through purchasing processes using consultative, value-added approaches rather than pressure-based sales tactics. Customer interaction orchestration requires simultaneously managing multiple conversations while maintaining personalized attention and consistent service quality for each individual. You will develop sophisticated systems for conversation tracking, priority management, and comprehensive problem resolution that reliably exceeds customer expectations and organizational service standards. Social media customer engagement encompasses monitoring business profiles across Facebook, Instagram, Twitter, LinkedIn, and emerging platforms for customer comments, direct messages, reviews, and brand mentions requiring timely, professional response and effective issue resolution within established service level agreements. Sales support activities concentrate on understanding customer needs comprehensively and providing valuable guidance that facilitates informed purchasing decisions. This includes sharing direct product links, explaining promotional offers clearly, providing exclusive discount codes, and helping customers identify solutions that genuinely meet their specific requirements and budget parameters. Problem-solving responsibilities involve accurately diagnosing customer issues, implementing effective solutions within established operational guidelines, escalating complex matters to appropriate subject matter experts when necessary, and conducting follow-up communications to ensure complete satisfaction and successful resolution outcomes. Documentation and internal communication ensure service continuity and contribute to continuous improvement initiatives across the organization. Your insights regarding customer needs, common issue patterns, and enhancement opportunities directly influence process improvements, training program development, and strategic service evolution. Quality assurance participation includes maintaining comprehensive interaction records, following established protocols consistently, meeting established performance benchmarks, and engaging in regular review processes that provide constructive feedback for professional development and advancement consideration. Customer relationship management involves building rapport, understanding individual customer preferences, maintaining conversation context across multiple interactions, and creating positive experiences that encourage customer loyalty and generate positive word-of-mouth referrals for client businesses.

Comprehensive Professional Development Program

Foundational Training Architecture

Our 45-hour comprehensive training program represents a substantial investment in your professional development and long-term success in live customer service delivery. This meticulously structured approach ensures thorough preparation for immediate effectiveness while establishing solid foundations for career advancement within the expanding remote work economy. Foundation week emphasizes customer service principles specifically adapted for digital communication environments. You will master customer psychology in online interactions, effective written communication strategies, conflict resolution through text-based platforms, professional presentation standards, and the unique dynamics of remote customer service delivery. Technical competency development in week two provides comprehensive instruction on website chat platforms, social media management systems, customer relationship management software, email support tools, and client-specific applications. Extensive hands-on practice sessions with realistic customer scenarios build confidence and operational competency before live customer interactions commence. Advanced communication mastery includes sophisticated writing techniques for diverse customer demographics, professional tone maintenance under challenging circumstances, de-escalation strategies through written communication, consultative questioning methodologies, and brand voice consistency across different platforms and varying client requirements. Practical application through supervised customer interactions provides secure learning opportunities with experienced mentor guidance, immediate constructive feedback, and gradual transition to independent work while maintaining rigorous service quality standards from initial customer contact through resolution completion. Specialized knowledge development addresses industry-specific information, advanced problem-solving techniques, crisis management through digital communication channels, and leadership preparation that positions high-performing individuals for advancement opportunities within the organizational structure. Assessment and certification validation confirm skill development and provide official recognition of professional competency that contributes to advancement eligibility and professional credibility within the customer service industry and broader remote work marketplace.

Continuous Learning Framework

Monthly professional enhancement workshops address emerging industry trends, new technology platforms, advanced service techniques, and evolving customer expectations that maintain skill relevance while providing ongoing opportunities for continued learning and professional growth throughout your career tenure. Quarterly advancement preparation sessions integrate skills assessment with comprehensive career planning discussions, advancement opportunity exploration, and individualized development planning that ensures professional growth remains aligned with personal objectives and evolving organizational needs. Annual professional development conferences provide direct exposure to industry thought leaders, extensive networking opportunities, and comprehensive education on customer service excellence, digital communication innovation, and strategic career advancement within the continuously evolving remote work landscape. Mentorship program engagement connects you with experienced professionals and organizational leaders for personalized guidance, strategic career planning support, targeted skill development recommendations, and insider knowledge regarding advancement opportunities and organizational culture dynamics. Certification pursuit assistance includes financial support and paid study time for relevant professional certifications that enhance operational capabilities and advancement prospects while building valuable credentials throughout your career development and potential industry transitions. Cross-functional learning opportunities expose team members to marketing strategies, sales methodologies, technology operations, and

management functions that develop well-rounded professionals prepared for diverse advancement possibilities within and beyond customer service specialization areas. Industry expertise expansion through continuing education programs, professional association participation, and advanced certification pursuit ensures skills remain current with market demands while building comprehensive credentials that enhance advancement prospects and long-term career value. Specialized training tracks for exceptional performers include leadership development, advanced customer psychology, business development, quality assurance management, and training instruction that prepare individuals for significant advancement and increased organizational responsibility.

Compensation Framework and Benefits Structure

Base Compensation Architecture

Starting hourly compensation ranges from \$25 to \$30 based on comprehensive communication skills assessment, technical proficiency demonstration, and overall performance during the detailed evaluation process. This compensation level appropriately reflects the professional value of skilled customer service delivery and remote work capabilities. Performance-based advancement provides systematic opportunities for compensation increases through quarterly merit reviews with clearly defined, achievable performance criteria. Consistent high performers typically advance to \$32-35 per hour within their first year through documented excellence and significant organizational contribution. Annual compensation evaluations ensure earnings remain competitive with prevailing industry standards while accurately reflecting your growing value and contributions to organizational success. These comprehensive reviews consider performance metrics, additional responsibilities, leadership activities, and current market compensation trends. Premium compensation opportunities exist for weekend and evening coverage during peak demand periods when client businesses typically experience elevated customer volume and require enhanced service availability and professional responsiveness from qualified team members. Geographic compensation equity maintains consistent pay rates regardless of specific location within the United States, reflecting our organizational commitment to fairness while recognizing that remote work enables access to exceptional talent across diverse geographic markets and communities. Merit increase structure follows transparent criteria including customer satisfaction ratings, productivity metrics, reliability measures, professional development completion, and measurable contributions to team success and organizational objective achievement. Overtime compensation for additional hours during high-demand periods provides enhanced earning opportunities while supporting critical client needs during promotional events, product launches, and seasonal business peaks that require expanded service coverage.

Performance Recognition and Incentive Programs

Monthly excellence bonuses reward outstanding customer service delivery and productivity achievement that significantly exceed established baseline expectations. Customer satisfaction ratings above 97% qualify for substantial bonuses ranging from \$350 to \$600 based on interaction volume and demonstrated consistency of exceptional performance. Efficiency achievement recognition provides additional compensation for superior response times and effective problem resolution that measurably enhance customer experience and business outcomes. Maintaining average response times under 20 seconds earns monthly bonuses of \$250 to \$450. Quality distinction awards acknowledge consistent delivery of accurate information, appropriate problem resolution, and professional communication that consistently exceeds customer expectations through monthly

recognition payments ranging from \$200 to \$400 based on specific performance metrics and customer feedback. Sales support excellence incentives provide supplementary compensation for effective customer guidance that results in successful purchases or service upgrades while maintaining service integrity and customer satisfaction without compromising professional ethical standards or customer trust. Team leadership bonuses encourage knowledge sharing, peer mentoring, positive team culture development, and collaborative problem-solving through quarterly recognition payments for significant contributions to team success, new member training assistance, and innovative improvement initiatives. Innovation and improvement awards acknowledge valuable suggestions and initiatives that enhance operational processes, improve customer experience, or increase organizational efficiency through special recognition payments based on successful implementation and measurable positive impact. Perfect attendance recognition rewards consistent reliability and commitment to scheduled hours through monthly awards that acknowledge the critical importance of dependability in maintaining comprehensive service coverage and team effectiveness. Referral bonuses provide substantial compensation for successful candidate recommendations that result in hiring and retention, with payments ranging from \$400 to \$800 based on the referred individual's performance and tenure with the organization.

Comprehensive Benefits Portfolio

Professional development investment includes full hourly compensation during all training sessions, workshops, educational activities, and certification pursuits, recognizing that skill development represents valuable work that benefits both individual careers and organizational capabilities. Educational advancement support provides generous reimbursement for relevant coursework, certification programs, professional development activities, and continuing education with annual allowances up to \$2,500 for approved skill enhancement and career advancement initiatives. Health and wellness comprehensive resources include access to telemedicine services, mental health support programs, fitness and wellness initiatives, and stress management resources that recognize the fundamental importance of personal wellbeing in maintaining professional effectiveness and long-term job satisfaction. Technology support and allowance provide assistance with home office setup optimization, internet connectivity enhancement, equipment recommendations and maintenance, and technical troubleshooting that ensures professional presentation and reliable performance regardless of personal circumstances or geographic location. Flexible time management policies accommodate personal needs, family obligations, health considerations, and life circumstances while maintaining service coverage excellence and team effectiveness through collaborative scheduling and comprehensive mutual support systems among team members. Achievement recognition programs celebrate individual and team accomplishments through various awards, public acknowledgment, special events, advancement opportunities, and performance-based rewards that build positive organizational culture and acknowledge significant contributions to collective success. Work-life balance support includes flexible scheduling options, personal time accommodations, family emergency policies, and wellness programs that recognize the importance of maintaining healthy integration between professional responsibilities and personal life requirements.

Work Environment and Operational Flexibility

Geographic Independence and Location Freedom

Work-from-anywhere capability enables performance of all duties from any location

within the United States with reliable internet connectivity, providing unprecedented freedom in choosing work environments based on personal preferences, family circumstances, lifestyle optimization, and individual productivity patterns. Home office development guidance includes comprehensive recommendations for creating highly productive workspaces, ergonomic optimization strategies, lighting enhancement techniques, noise management solutions, and technology configuration approaches that maximize both performance effectiveness and personal comfort during extended work periods. Mobile work accommodation facilitates continued productivity during travel, temporary relocations, family visits, or changing personal circumstances through platform accessibility and flexible scheduling arrangements that maintain service delivery excellence without geographic constraints or operational limitations. Co-working space compatibility enables professional work from shared office environments, libraries, coffee shops, community centers, and other public spaces while maintaining strict confidentiality requirements and professional standards for customer information protection and service delivery excellence. Relocation support acknowledges that life circumstances frequently change and provides comprehensive assistance with technology setup, scheduling adjustments, service continuity planning, and operational transitions during moves or temporary location changes for family, educational, career, or personal reasons. Seasonal location flexibility accommodates temporary relocations for family visits, educational pursuits, weather preferences, or personal circumstances while maintaining work continuity and professional responsibilities through comprehensive remote work infrastructure and support systems.

Schedule Customization and Time Management

Complete scheduling autonomy enables design of work arrangements that effectively accommodate personal energy patterns, family responsibilities, educational commitments, health considerations, and lifestyle preferences while meeting essential coverage requirements and maintaining service excellence standards. Part-time engagement opportunities ranging from 5 to 20 hours weekly provide excellent supplemental income sources or gradual remote work introduction for individuals with existing commitments, competing responsibilities, or those seeking optimal work-life balance and personal time management. Full-time position availability encompassing 25 to 40 hours weekly offers primary income stability with maintained scheduling flexibility and priority access to preferred time slots based on demonstrated performance excellence and positive organizational tenure. Split shift arrangements effectively accommodate irregular schedules or competing responsibilities by strategically distributing work hours across different daily periods based on personal needs, family obligations, educational requirements, and business coverage necessities. Seasonal adjustment capabilities enable systematic schedule modifications based on changing circumstances including educational calendars, family needs, personal projects, health considerations, or temporary situations requiring availability adaptations and operational flexibility. Peak demand participation during holidays, promotional events, product launches, and high-volume seasons provides additional work hours and premium compensation opportunities while contributing to exceptional client service during critical business periods and revenue-generating activities. Weekend and evening shift preferences often command premium hourly rates due to enhanced demand during these periods and typically offer more relaxed work environments with fewer simultaneous customer interactions and reduced operational intensity. Holiday coverage opportunities provide significantly enhanced compensation for team members willing to work during major holidays when many businesses experience elevated customer service needs and require dedicated professional coverage.

Career Development and Advancement Architecture

Structured Professional Progression Framework

Career advancement follows systematically defined timelines and achievement-based criteria that provide complete transparency regarding opportunities while maintaining operational flexibility for exceptional performance and individual circumstances that may accelerate professional progression within the organizational structure. Senior customer service specialist positions become available after 3-6 months of demonstrated performance excellence, consistent customer satisfaction achievement, and proven reliability with compensation increases to the \$28-\$38 hourly range and significantly expanded responsibility areas including mentoring and specialized client account management. Team coordination and leadership roles emerge around 6-12 months for individuals demonstrating natural leadership capabilities, process improvement contributions, and exceptional service delivery with advancement to \$35-\$48 per hour compensation range and direct responsibility for small team management and training oversight. Supervisory positions develop after 12-18 months for qualified candidates expressing interest in management responsibilities, offering \$45-\$62 per hour while overseeing larger teams, managing complex client relationships, and contributing to strategic planning and operational improvement initiatives. Management opportunities in operations, training, quality assurance, business development, and client relations provide senior-level positions with compensation exceeding \$62 per hour plus substantial performance bonuses and organizational equity participation options in company growth and expansion success. Executive development preparation for high-potential individuals includes advanced leadership training, cross-functional business experience, and strategic project involvement that builds comprehensive business knowledge and senior leadership capabilities necessary for organizational growth and market expansion.

Professional Enhancement and Skill Development

Specialized expertise development through advanced training in customer psychology, digital communication innovation, conflict resolution mastery, consultative service techniques, and business development that distinguish exceptional professionals from standard performers in the increasingly competitive marketplace. Leadership competency building through comprehensive mentorship opportunities, project management experiences, team collaboration initiatives, and significant organizational contribution activities that develop essential skills for supervisory and management advancement within the company structure. Industry knowledge expansion through extensive client diversity exposure, market trend analysis, competitive intelligence development, and strategic business understanding that creates well-rounded professionals prepared for diverse advancement opportunities across multiple industry sectors. Technical skill advancement including mastery of emerging platforms, system integration capabilities, automation tools, and technological innovations that enhance service delivery efficiency while creating valuable specialization opportunities within the rapidly evolving customer service industry. Business acumen development through operations exposure, financial understanding, strategic planning participation, and comprehensive organizational knowledge that systematically prepares individuals for executive-level responsibilities and senior business leadership roles. Professional network cultivation through industry connections, client relationships, professional associations, conference participation, and organizational partnerships that significantly enhance career prospects while creating valuable opportunities for continued advancement and professional growth. Communication mastery through advanced training in persuasive writing, cross-cultural communication, conflict resolution, presentation skills, and leadership communication that builds capabilities valuable across professional environments and career transitions. Strategic thinking development through exposure to business planning, market analysis, competitive

positioning, and organizational strategy that prepares high-potential individuals for senior roles requiring comprehensive business perspective and strategic decision-making capabilities.

Application Process and Candidate Evaluation

Comprehensive Selection Methodology

Our application process emphasizes individual potential, professional attitude, cultural alignment, and growth mindset over extensive experience requirements, recognizing that exceptional customer service professionals frequently emerge from diverse backgrounds and may be pursuing their first remote work opportunity. Initial application submission requires basic contact information, availability preferences, and thoughtful responses regarding motivation, customer service interest, professional goals, and remote work expectations. Comprehensive resumes provide helpful context but are not mandatory – communication skills and genuine enthusiasm take priority in evaluation. Skills assessment includes comprehensive typing proficiency evaluation, computer literacy verification, written communication sample analysis, and problem-solving demonstration that helps us understand current capabilities and design appropriate training and support programs tailored to individual learning styles and development needs. Virtual interview sessions provide comprehensive mutual evaluation opportunities through structured conversational meetings that explore cultural fit, career expectations, professional objectives, and organizational alignment in supportive environments focused on potential assessment rather than pressure or intensive interrogation. Practical assessment involves detailed customer service scenario demonstrations that reveal communication style, problem-solving approach, professional demeanor, and natural service orientation while providing valuable insights into inherent abilities and specific development needs for training program customization. Reference verification includes thorough conversations with previous employers, colleagues, supervisors, or personal contacts who can provide meaningful insights into reliability, work ethic, interpersonal skills, professional character, and potential for success in remote work environments. Background verification confirms eligibility to work in the United States and basic identity validation but does not include credit checks, extensive background investigations, or judgmental evaluations of past circumstances that may not reflect current capabilities or professional potential. Decision timeline communication typically occurs within 2-4 business days of completed application materials, reflecting our organizational commitment to efficient evaluation processes and respectful treatment of candidate time investment in the comprehensive application process.

Success Profile and Ideal Characteristics

Exceptional candidates demonstrate natural helpfulness, genuine problem-solving interest, and authentic customer care orientation that cannot be developed through training alone but must originate from personal values and intrinsic professional motivation toward service excellence and customer satisfaction. Reliability and consistency in performance standards, scheduling commitments, professional behavior, and quality maintenance create essential foundations for advancement opportunities and increased responsibilities throughout organizational tenure and long-term career development within the company structure. Learning agility and constructive feedback receptivity significantly accelerate professional development in the rapidly evolving digital customer service industry where individuals who actively embrace improvement opportunities advance more rapidly and experience greater career satisfaction and financial success. Communication excellence, particularly written communication clarity, professional tone maintenance, persuasive ability, and empathetic expression, directly impacts daily performance

outcomes and customer satisfaction while contributing to advancement potential and long-term career versatility across industries. Problem-solving orientation and analytical thinking capabilities enable effective diagnosis and resolution of diverse customer situations while building valuable cognitive skills applicable throughout professional careers and various industry contexts and business environments. Emotional intelligence and empathy facilitate deep understanding of customer emotions, needs, motivations, and concerns even through text-based communication, enabling appropriate response strategies that create positive experiences and lasting business relationships. Self-motivation and independent work capabilities prove absolutely essential for remote work success where direct supervision is minimal and personal initiative drives productivity, performance standards, professional development outcomes, and career advancement achievement. Team collaboration and mutual support contribute to positive organizational culture and collective success that benefits both individual advancement prospects and organizational effectiveness in delivering exceptional customer experiences and measurable business results. Technical aptitude and comfort with digital platforms enable efficient adoption of new systems, optimization of existing tools, troubleshooting of common issues, and adaptation to technological changes that ensure consistent service delivery and professional effectiveness. Professional integrity and ethical behavior ensure appropriate handling of confidential customer information, honest communication with customers and colleagues, adherence to organizational values, and maintenance of industry standards and regulatory compliance requirements. Growth mindset and career ambition drive continuous improvement, skill development, advancement pursuit, and professional excellence that benefit both individual success and organizational capability development within the competitive customer service marketplace. Adaptability and flexibility support success in dynamic environments where customer needs, business requirements, technology platforms, industry standards, and market conditions evolve regularly, requiring continuous learning and strategic adjustment.

Operational Excellence and Quality Standards

Service Delivery Standards

Customer satisfaction maintenance above 92% represents the minimum acceptable standard, with exceptional performers consistently achieving ratings above 96% through comprehensive problem resolution, professional communication, and genuine care for customer success and positive experience outcomes. Response time expectations require initial customer acknowledgment within 30 seconds of contact initiation, with complete issue resolution or appropriate escalation occurring within established timeframes based on complexity and available resources for optimal customer experience. Communication quality standards encompass professional tone maintenance, accurate information delivery, empathetic response approaches, and brand voice consistency across all customer interactions regardless of platform, customer attitude, or situational complexity. Issue resolution effectiveness requires comprehensive problem diagnosis, appropriate solution implementation, successful outcome achievement, and follow-up confirmation to ensure complete customer satisfaction and prevent recurring issues or unresolved concerns. Documentation accuracy involves detailed interaction recording, accurate customer information maintenance, comprehensive issue tracking, and valuable feedback provision that contributes to service improvement and strategic business intelligence development. Professional development participation includes active engagement in training programs, skill-building workshops, mentorship relationships, and continuous learning opportunities that ensure skill currency and advancement preparation throughout your organizational tenure.

Performance Measurement and Feedback

Monthly performance reviews provide comprehensive evaluation of customer satisfaction scores, productivity metrics, quality assessments, and professional development progress with constructive feedback and specific improvement recommendations for continued growth and advancement preparation. Quarterly advancement assessments evaluate readiness for increased responsibilities, compensation increases, and promotional opportunities based on demonstrated performance, skill development, leadership potential, and organizational contribution over sustained periods. Annual career planning sessions include goal setting, advancement timeline development, skill gap analysis, and professional development planning that aligns individual aspirations with organizational opportunities and market demands for optimal career trajectory. Real-time feedback systems provide immediate recognition of exceptional performance, constructive guidance for improvement opportunities, and ongoing support for professional development through accessible mentorship and management communication channels. Peer evaluation components include team collaboration assessment, knowledge sharing contribution, and mutual support demonstration that contribute to positive organizational culture and collective success achievement through effective teamwork and collaboration. Customer feedback integration ensures direct customer input influences performance evaluation, improvement recommendations, and recognition programs that maintain focus on customer experience excellence and satisfaction achievement as primary organizational objectives. Ready to launch your career in remote jobs United States opportunities with comprehensive training, competitive compensation, and authentic advancement potential? Join our team of customer service professionals and begin building valuable skills while earning excellent wages from anywhere across the United States. *Catalyst Customer Dynamics is an equal opportunity employer committed to workplace diversity, inclusion, and accessibility. We welcome applications from qualified individuals regardless of background, experience level, educational history, or personal circumstances. This remote position is available to candidates authorized to work in the United States.*



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