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Remote Live Chat Support Assistant – Flexible Online Job, No Degree Required

Description

Position Summary

A well-established direct-to-consumer lifestyle brand is expanding its global customer support team and hiring Remote Live Chat Support Assistants. This fully online role is open to candidates with no prior experience or college degree, making it an ideal entry point into remote work. If you enjoy helping others, have a knack for written communication, and want to work from home on your own schedule, this position offers consistent pay, clear expectations, and strong support from a virtual team.

As a Live Chat Support Assistant, your role will focus entirely on handling text-based customer interactions through the company's live messaging platform. You won't need to speak with customers over the phone or appear on video. All communication is done through typing, using a mix of prewritten templates and free-form responses. The company provides comprehensive training to ensure you're equipped to assist customers efficiently and professionally from day one.

What You'll Be Doing

Assisting Customers via Live Chat

Your primary task is to monitor the live chat dashboard and respond to customer inquiries. These may include questions about product specifications, order status, account issues, or troubleshooting common website problems.

Using Support Scripts and Templates

Most responses are already prepared and available through the system. You'll use these templates to respond quickly and accurately, while still personalizing the tone to match each conversation.

Documenting Conversations

After each interaction, you'll record relevant notes and categorize the chat appropriately. This helps ensure consistency and quality across the support team.

Flagging Complex Issues

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

If a customer inquiry falls outside your scope, you'll forward the case to a senior representative or technical team member. You'll be trained to identify which issues require escalation.

Maintaining Chat Response Time

Part of your performance metrics will include how quickly and clearly you respond to customers. The system provides alerts and tracking tools to help you stay on pace without pressure.

A Day in the Life

You'll start your shift by logging into the web-based support console, which operates smoothly on most browsers. As customer messages begin to come in, you'll respond using the built-in text editor, which displays suggested replies and product links. You might assist someone choosing between two products, help another with a shipping question, and then guide a new customer through a discount code application. Your entire workflow is digital, quiet, and distraction-free. You'll take short breaks as needed, and there's always a team lead on standby if you need backup. Your focus is customer clarity—not call quotas or upsells.

Required Skills & Qualifications

- No degree required – open to applicants without formal education
- No prior customer service experience necessary
- Strong command of written English and basic grammar
- Ability to stay calm under pressure and write with clarity
- Comfortable with basic web tools and browser navigation
- Personal computer or laptop (tablets not supported)
- Reliable Wi-Fi connection capable of video streaming quality (chat only, but ensures stability)

How to Thrive in a Remote Role

Create a Dedicated Work Environment

Even a quiet corner in your home can serve as your chat station. Having a consistent place to work helps keep you focused and professional.

Follow the Guidelines Provided

You'll be given access to knowledge bases, chat templates, and training documents. Use them consistently to avoid mistakes and improve response speed.

Track Your Metrics

Each chat is measured for quality and response time. You'll receive regular feedback and will be eligible for bonuses based on performance milestones.

Stay Connected with the Team

While the work is independent, the team communicates via internal chat for support, tips, and occasional announcements. Being plugged in helps you stay aligned with company updates.

Base Salary

\$ 25 - \$ 35

Date posted

June 25, 2025

Valid through

01.01.2029

Perks & Benefits

- \$25–\$35 per hour starting rate depending on schedule and performance
- Weekly payments via supported platforms
- Fully remote – no commute or office distractions
- Flexible scheduling across different time zones
- All chat-based communication – no phones or Zoom required
- Paid training and mentorship included
- Career progression into leadership or QA roles available within 90 days

Frequently Asked Questions

Is this a good job for beginners?

Yes. This role is designed to accommodate new entrants to the remote workforce. You'll receive full training and won't be expected to have previous support experience.

What kind of schedule can I expect?

You'll choose your schedule from available shift blocks. Both part-time and full-time hours are offered, including evenings and weekends.

Will I need to talk to customers on the phone?

No. All interactions happen through live chat. This role does not require phone calls or video meetings at any time.

What is the training like?

Training is delivered online via a series of self-paced tutorials and interactive demos. You'll also receive live guidance before starting your first shift.

Can international applicants apply?

Yes. The position is open globally to applicants with strong English skills and a reliable internet connection. Time zone compatibility will be considered during scheduling.

How to Apply

To apply, complete the short intake form, which includes your contact information, time zone, internet setup, and general availability. Once reviewed, qualified applicants will receive instructions for accessing training materials and scheduling their first shifts. The entire process is online and streamlined for a fast start.

Why This Remote Job Is Perfect for You

This is one of the few legitimate online jobs that pays well, offers schedule flexibility, and requires no degree or prior experience. If you're tired of side hustles that don't pay off or job listings that sound too good to be true, this Live Chat Support Assistant position offers a grounded, transparent opportunity to work remotely and earn weekly. Whether you're looking for a side income or a full-time role, this job lets you build a dependable routine from anywhere. Apply now to begin a new chapter in remote work.



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