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Online Message Resolution Representative – \$25–\$35/Hour – No Prior Experience Needed – Entry-Level – Digital Chat Support Positions From Home

Description

Role OverviewWe're hiring for a fully remote position as a Message Resolution Agent—an entry-level, non-phone role that pays between \$25 and \$35 per hour. This job requires no previous experience and no college degree, making it one of the most accessible online chat support jobs from home. Your responsibility will be simple yet critical: handle incoming messages from customers, help them navigate basic issues, and make sure their questions are resolved professionally and efficiently using only written communication.**The Client & What You'll Be Doing**Our client is a fast-growing digital commerce support firm that serves startups and mid-sized companies in industries like online wellness, streaming education, and home tech. These brands receive customer questions around the clock, and they rely on messaging agents like you to manage all communication through chat widgets and support inboxes. You'll be helping users with things like resetting passwords, processing refunds, checking tracking info, and troubleshooting common platform issues—all with access to saved responses and internal guides.**Primary Job Tasks**

- Log into your chat and email support tools to receive and reply to inbound customer questions.
- Respond to 3–5 concurrent live chat threads using a calm, helpful written tone, assisting with common account and purchase-related problems.
- Check the support inbox for new emails, and respond with structured, clear replies based on brand voice and internal templates.
- Use the CRM to look up customer records, check order history, and ensure consistency across multiple interactions.
- Identify and categorize customer concerns using pre-set tags for issues like “billing”, “login”, “shipping”, and “cancellation”.
- Forward or escalate more technical issues using the brand's internal handoff system and include a clear summary of the situation.
- Review product updates, new FAQ entries, and policy changes before each shift to ensure you're working with up-to-date information.
- Write clean, proofread messages—even when you're replying quickly.
- Complete daily shift reports to log unresolved tickets, note common questions, and suggest macro updates when helpful.
- Keep customer satisfaction high by keeping your responses personal and positive—never robotic or rushed.
- Participate in optional skills clinics and chat simulations to improve performance metrics and unlock new shift options.
- Coordinate with other team members through written platforms like Notion,

Hiring organization

Work From Home Tech Jobs

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work possible

Date posted

September 21, 2025

Valid through

01.01.2029

Asana, or Slack—no Zoom calls required.

A Typical Shift Breakdown
Getting Started Log in, scan updates from the last shift, and open the chat panel. Begin by resolving overnight email requests, then accept the first batch of live chats when the queue opens.
Mid-Shift Flow This is your busiest period. You'll handle multiple chats at once, switching tabs efficiently while managing your email tickets. Use the provided quick replies as a foundation but add personal touches to keep things human.
End of Shift Close out open chats, mark any follow-ups, and write a short summary for your shift lead. This helps the next agent understand where things stand. You'll also submit metrics like number of tickets handled and first-response time.
Who We're Looking For

- No experience necessary
- No degree required—just solid writing skills and professionalism
- Typing speed of 40+ WPM preferred
- Strong command of written English grammar and structure
- Able to manage multiple tabs and tasks without losing focus
- Familiar with using cloud-based dashboards, email, and live chat tools
- Available to work at least 15 hours/week; evening and weekend shifts available
- Own a reliable computer and a stable high-speed internet connection
- Comfortable receiving written coaching and applying feedback to improve
- Excellent self-discipline—you'll work alone without direct supervision

Tips for Performing at a High Level
Write Like You Speak—But More Clearly You're helping real people. Use a friendly tone, get to the point, and avoid sounding too formal or robotic. Templates help, but a bit of personality goes a long way.
Know Where to Look You'll be trained on a searchable help center and documentation tools. Learn to navigate them fast, and you'll become much more effective without needing to ask for help.
Treat Every Message Like the First Even if it's your 15th refund request in a row, each customer deserves your full attention and a patient tone. Consistency is the real key.
Juggle with Grace When chats and emails pile up, stay calm. Use tagging, saved replies, and note-taking to keep everything organized and on pace.
Remote Life Is What You Make It You won't have supervisors watching you. That's a good thing—but only if you can manage your time and workspace professionally.
Getting Started with the Client
Step 1: Apply Online Send in a short resume and answer a few setup questions about your availability, computer specs, and timezone.
Step 2: Take a Chat Simulation You'll complete a 10-minute chat-based test to measure your writing, speed, and ability to follow instructions. You'll be evaluated on grammar, tone, and accuracy.
Step 3: Written Interview Successful applicants move on to a text-only interview via a mock ticketing system. This simulates the job itself and lets us evaluate you in action.
Step 4: Paid Training Training takes place over 4 business days and includes mock conversations, writing exercises, and shadowing examples. You'll learn tone guidelines, ticket structure, and escalation rules.
Step 5: Trial Run with Coaching You'll enter a 10-shift probation period with feedback after each shift. This ensures you're ready for long-term placement and gives you time to master your workflow.
Step 6: Full Assignment Pass your trial, and you'll be given regular shifts with consistent hours, access to bonuses, and the opportunity to train for additional responsibilities.
Workplace Environment This is a no-meeting, no-phone, asynchronous environment. All communication—feedback, updates, assignments—happens through writing. You'll work from anywhere with reliable Wi-Fi and never be expected to hop on a Zoom or phone call. Culture is structured, low-pressure, and performance-focused. You're measured by clarity, accuracy, and consistency.
Perks and Extras

- Weekly or biweekly pay options

- No phone work or video conferencing
- Paid training with flexible schedule
- Internal promotions into QA or team editing after 30 days
- Access to Grammarly Premium and internal writing tools
- Work from anywhere (approved countries list provided)
- Flexible scheduling blocks based on availability
- Monthly writing bonuses based on ticket score averages
- Zero in-person obligations ever

Why This Role May Be the Right Fit for You You're tired of seeing jobs that ask for degrees and years of experience just to get started. You're ready to work from home, learn a real skill, and get paid fairly for your time. Whether you're switching careers, starting over, or just need a better option, this role offers what you've been looking for: structure, flexibility, and a clear path to progress—all without phones, resumes, or gatekeeping.

Applicant Questions Answered

Is this a phone or call-based role? No. You'll never take or make a phone call in this job. All support is written.

Do I need past customer service experience? No. We provide training and evaluate based on writing—not job history.

How quickly can I start? Most new hires begin training within 5 business days of acceptance.

What's the schedule like? You'll select preferred shift windows during onboarding. Weekday, evening, and weekend slots are available.

What are the system requirements? Any recent Mac or PC, a modern browser like Chrome, and 25 Mbps+ internet speed.

Will I be part of a team? Yes, but everything happens through written communication. You'll work independently but collaborate asynchronously with others.

Next Steps to Apply Click below to start your application. You'll receive the writing assessment link immediately. Training cohorts begin weekly, and positions are limited. Secure your spot now and launch your remote writing-based career from home—no degree or experience needed.

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