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Remote Online Support Jobs – Entry-Level Chat Role with Flexible Hours

Description

Position Summary

A globally recognized support services agency is seeking new team members for its fully remote Online Support division. This entry-level role is ideal for individuals looking for flexible remote jobs that require no prior experience and no formal degree. If you've ever wanted to earn a stable income from home without phone calls, this opportunity offers a fast track into the digital support space. As a Remote Online Support Agent, you will provide live chat assistance to customers across a range of websites and mobile platforms. Your work will involve responding to inquiries, helping users navigate product features, and resolving account-related issues. All interactions take place via chat—no phone or video calls required. Training is included, and you'll be supported by a real-time helpdesk to ensure your success on every shift.

What You'll Be Doing

Managing Inbound Live Chat Requests

You'll respond to real-time customer inquiries submitted through online chat interfaces. Topics range from product use and login issues to order tracking and technical troubleshooting.

Following Support Templates and Protocols

The chat platform includes predefined scripts, knowledge base shortcuts, and suggested replies. These tools help you communicate clearly and stay on brand without memorizing long procedures.

Tagging and Escalating Special Cases

Not every question can be answered immediately. You'll flag and forward complex or technical queries to higher-level support agents using the platform's internal tagging system.

Contributing to a High-Performance Remote Team

While you'll work independently, you're part of a distributed global support team. You'll collaborate with team leads via internal chat and attend optional virtual check-

Hiring organization

Remote Customer Service Chat Jobs

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work possible

Date posted

September 21, 2025

Valid through

01.01.2029

ins for feedback and performance improvement.

A Day in the Life

Your shift starts with logging into the secure chat dashboard where customer requests begin to populate. Depending on the workload, you may juggle between 2–5 conversations at once. The work is highly structured—each chat includes categories and tools to make replies quick and accurate. Your focus will be clarity, empathy, and timely resolution. Breaks are scheduled flexibly, and all communication remains written throughout your workday.

Required Skills & Qualifications

- No college degree or previous support experience required
- Strong written communication skills in English
- Ability to work independently and manage time effectively
- Basic typing proficiency (30+ WPM preferred)
- Access to a laptop or desktop computer with stable Wi-Fi
- Quiet home workspace free from distractions
- Open to flexible hours (daytime, evening, or weekend shifts)

How to Thrive in a Remote Role

Maintain a Consistent Routine

Establishing set working hours helps you stay productive and meet support goals—even with flexible scheduling.

Master the Chat Tools

The more familiar you are with templates, macros, and tags, the faster you'll respond—and the more satisfied your customers will be.

Seek Feedback Early

New agents are paired with mentors during onboarding. Asking for feedback helps you sharpen your skills and boosts your confidence quickly.

Communicate Clearly and Concisely

Live chat support requires you to write quickly but thoughtfully. Practice using short, informative messages that resolve issues efficiently.

Perks & Benefits

- Pay ranges from \$25–\$35 per hour, based on performance and shift availability
- Work from home or anywhere with high-speed internet
- Zero phone or video calls—100% chat-based
- Flexible hours—great for parents, students, or side hustlers
- Weekly pay through secure direct deposit
- Performance-based bonuses and incentives
- Opportunities for advancement into QA, onboarding, or shift lead roles
- Ongoing support, paid training, and coaching

Frequently Asked Questions

Is this a contract position?

Yes, most support agents are hired as independent contractors. This allows for maximum flexibility while still providing structured tasks and consistent compensation.

Can I work from outside the United States?

Yes, this role is open globally. As long as you can read and write English proficiently and have a reliable internet connection, you're eligible to apply.

Do I need to talk to customers on the phone?

No. This is a 100% chat-based role. All customer communication is done through written messages using the secure chat system.

What hours are available?

We offer shifts 24/7 to support international brands. Applicants can select full-time or part-time availability during onboarding and adjust as needed over time.

How soon can I start?

Training begins within a few days of acceptance. Most new hires complete onboarding in under a week and begin earning immediately afterward.

How to Apply

Click to begin the online application process. You'll be asked to complete a short assessment and provide basic work-from-home readiness details. Once accepted, you'll be issued login credentials for the onboarding portal, where you'll begin paid training. The process is fast, beginner-friendly, and completely remote.

Why This Remote Job Is Perfect for You

If you're searching for a flexible remote role that pays well, doesn't require phone calls, and welcomes newcomers without degrees or experience—this is your chance. Remote Online Support Jobs give you control over your time, freedom to work from anywhere, and a clear path to online income. With strong support systems and opportunities to grow, this is more than just a side gig—it's your entry into the future of remote work.

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