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APPLY NOW

Online Text-Only Support Representative – \$25–\$35/Hour – Entry-Level – No College Degree Required – Online Chat Positions Hiring Now

Description

Role Overview

We are hiring Remote Text-Only Support Representatives for a flexible, work-from-home position that pays between \$25 and \$35 per hour. This role is designed for individuals who want to get started in remote work without needing a degree or prior customer service experience. You'll assist customers exclusively through chat and email—no phone work involved. If you're organized, have strong written communication skills, and enjoy solving problems behind the scenes, this position provides structure, growth, and independence.

The Client & What You'll Be Doing

Our client is a digital support provider for multiple online brands, primarily in ecommerce, personal development, and subscription services. These businesses operate 24/7 and rely on customer support reps to handle live chat and email inquiries from users across the globe. You'll work within a browser-based helpdesk environment to resolve tickets and respond to questions about billing, account settings, product access, and general troubleshooting. Everything is done in writing—no calls, no video meetings, no in-person interaction.

Primary Job Tasks

- Answer live customer chats quickly and clearly, helping with login issues, billing adjustments, and product usage questions.
- Respond to support emails in a professional tone using internal tools and brand voice templates.
- Access and update customer records in the CRM with notes, tags, and case outcomes.
- Use saved replies to speed up responses while customizing them for accuracy and warmth.
- Escalate technical problems or refund approvals using the client's written handoff system.
- Stay updated on product releases, policy changes, and recurring technical issues via daily announcements.
- Track response time and resolution stats using built-in performance dashboards.
- Keep customer satisfaction high by remaining friendly, patient, and solution-focused in every conversation.
- Participate in written coaching sessions and apply feedback to continually improve tone, structure, and message clarity.
- Report issues that appear repeatedly or suggest updates to internal

Hiring organization

Work From Home Tech Jobs

Employment Type

Full-time

Base Salary

\$ 25 - \$ 35

Industry

Customer Service

Job Location

Remote work from: United States; Canada; United Kingdom; 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

documentation when needed.

- Complete shift reports with summaries of handled tickets and flagged issues for follow-up.
- Communicate asynchronously with peers and leads through written channels like Slack or Notion.

Date posted

June 12, 2025

A Typical Shift Breakdown**Shift Kickoff**

Log in and review any flagged messages or updates. Prioritize urgent tickets and begin responding to early morning inquiries.

Mid-Shift Workflow

You'll handle multiple concurrent live chats while monitoring the email queue. Common inquiries include order updates, account resets, and refund requests. Use macros and internal tools to manage speed and accuracy.

Closing Out

Wrap up conversations, mark any unresolved cases, and post your shift log. Leave clear internal notes so the next agent can continue without confusion.

Who We're Looking For

- No degree or past job experience needed
- Typing speed of 40 WPM or higher
- Fluent written English with proper grammar and spelling
- Strong reading comprehension and tone awareness
- Comfortable using email, browsers, and cloud-based dashboards
- Self-motivated, focused, and punctual in remote settings
- Responsive to written instructions and coaching
- Capable of multitasking without dropping quality
- Reliable internet connection and personal desktop or laptop
- Able to commit to 15–40 hours per week depending on availability

Tips for Performing at a High Level**Don't Just Copy-Paste**

Saved replies are useful—but you should always personalize them. Customers can tell when they're getting a canned response.

Slow Down to Speed Up

Taking a few extra seconds to send the right message prevents back-and-forth and raises satisfaction scores.

Be Human

Even when you're typing fast, remember there's a person on the other end. Empathy wins over speed in almost every situation.

Follow Formatting Rules

You'll be trained on internal formatting: subject lines, bullet points, greeting style, and signoffs. Consistency builds trust.

Learn Through Feedback

Every day you'll get performance insights. Apply them immediately and you'll move up faster, unlocking better shifts and bonuses.

Getting Started with the Client**Valid through**

01.01.2029

Step 1: Apply Now

Submit your resume or availability summary. Let us know your preferred weekly schedule and confirm your system setup.

Step 2: Writing Assessment

You'll complete a short grammar task, tone matching activity, and a sample customer reply test.

Step 3: Simulation Interview

Next, you'll participate in a real-time chat scenario that simulates what you'll be doing on the job.

Step 4: Paid Virtual Training

Training lasts 3–5 business days and is fully remote. You'll cover everything from ticket workflows to writing standards and tone alignment.

Step 5: Trial Work Period

You'll complete 10 monitored shifts with detailed daily feedback and performance tracking.

Step 6: Long-Term Placement

Upon successful completion, you'll receive weekly shift assignments, bonus eligibility, and access to internal promotion tracks.

Workplace Environment

This job is 100% asynchronous. No meetings, no phone calls, and no live video. Your coaching, support, and team interaction happens through written messages. You'll work independently, with full documentation and support resources available in your dashboard. Communication is clean, efficient, and distraction-free.

Perks and Extras

- Paid training
- Consistent shifts and weekly pay options
- Performance bonuses based on clarity and resolution
- Grammarly Pro and internal chat enhancement tools
- Monthly recognition bonuses
- Promotion paths to QA, trainer, or documentation editor
- Equipment stipend after 30 days of successful work
- Available globally to fluent English speakers

Why This Role May Be the Right Fit for You

You want a remote job that pays well, trains you properly, and doesn't require a degree or a polished resume. You want a calm, supportive environment without calls, noise, or meetings. This is that job. It's stable, clear, and built for people who know how to write well, stay organized, and treat others with respect—no matter where they're starting from.

Applicant Questions Answered**Is there any phone work involved?**

No. This job is chat and email only. No phone, voice, or video is required.

Can I work from outside the U.S.?

Yes. Applicants from most countries are eligible as long as they meet the internet and English fluency requirements.

Do I need to install any software?

No. Everything runs through a browser. You'll log into our support environment using secure links.

How soon will I start?

Most candidates begin training within 5–7 business days after completing the writing assessment.

Do I need previous customer service experience?

Not at all. We hire based on writing quality and reliability, not resume history.

Next Steps to Apply

Apply now to secure your training slot. The writing assessment link will be sent immediately after submission. We fill cohorts weekly, and this is one of the fastest ways to launch a legitimate remote support career—entirely from home. No degree. No experience. No phone calls. Apply today.

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