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Text-Based Customer Support Representative – Remote Work Role – \$25–\$35/Hour – No College Degree Required – Online Chat Assistant Positions

Description

Role Overview We're hiring for a fully remote, entry-level Text-Based Customer Support Agent position on behalf of a growing client in the software and digital services industry. This job pays \$25–\$35 per hour and is structured entirely around chat and email communications—no phone calls, video meetings, or technical jargon required. Applicants from all backgrounds are welcome to apply, and no college degree or prior customer service experience is necessary. Training is paid and conducted remotely. This role is ideal for anyone looking for a stable and flexible work-from-home position in a non-voice environment.

The Client & What You'll Be Doing Our client is a subscription-based platform with a focus on digital tools for personal development, online productivity, and membership services. They support tens of thousands of users globally and are expanding their chat-based customer support department. As a support agent, you'll communicate directly with users to resolve technical issues, billing problems, account questions, and platform navigation concerns. Every interaction will take place through written communication using their in-house dashboard tools. You'll be provided with standard responses, access to internal documentation, and support from a senior agent—so even if this is your first support job, you won't be alone.

Primary Job Tasks

- Respond to customer queries submitted through live chat widgets embedded on the client's website or mobile app. Most messages are related to subscriptions, password resets, or platform access.
- Write thoughtful and clear email responses to inquiries submitted via the client's support form, maintaining a response window of 24 hours or less.
- Search and update customer records using internal CRM tools to verify account ownership, change preferences, or resolve billing requests.
- Adapt prewritten messages to fit the tone and context of each individual customer interaction while following internal brand guidelines.
- Escalate complex or sensitive issues (such as failed transactions or user complaints) to tier-two support with detailed notes.
- Flag unusual behavior or system bugs through internal tools, alerting supervisors and helping the technical team prioritize fixes.
- Contribute to a smooth workflow by labeling and organizing tickets properly and handing off items that require different time zones.
- Review internal documentation each week to stay up to date on newly added features, promotions, or updates to existing processes.
- Participate in short written coaching sessions to review your ticket tone, resolution speed, and grammar accuracy.
- Collaborate asynchronously with your team to streamline replies and share

Hiring organization

Work From Home Customer Service Roles

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

February 2, 2025

Valid through

01.01.2029

new insights from frequent user questions.

- Maintain security protocols for data handling and authentication by following script flows and privacy policies exactly.
- Submit a daily recap log that summarizes your completed work, ongoing tickets, and suggestions for system improvement.

A Typical Shift Breakdown Early in Your Shift You'll log into your assigned dashboard, scan for high-priority tickets, and begin with the email queue—typically working through 10–15 messages that require written resolution. **Mid-Shift Workload** Your focus will shift to managing simultaneous live chats. These may involve account troubleshooting, walking users through platform tools, or processing refund requests. **Wrapping Up** Toward the end of your shift, you'll finish outstanding conversations, finalize daily logs, and communicate with your shift lead about any open issues needing follow-up. **Who We're Looking For**

- Absolutely no degree or prior work experience required
- Comfortable with English grammar, typing, and written communication
- Minimum typing speed of 40 words per minute with good accuracy
- Proficient with basic computer navigation (browser tabs, shortcuts, online tools)
- Strong attention to detail and customer-first mindset
- Able to work independently with minimal supervision
- Possess a personal laptop or desktop and reliable internet connection (25 Mbps or higher)
- Available for at least 20 hours per week on a consistent basis
- Receptive to coaching and eager to improve based on written feedback
- Ability to stay calm under pressure while multitasking multiple tickets

Tips for Performing at a High Level Writing & Typing Fluency Clear and fast communication is key. Use tone checkers and browser plugins to boost your speed and polish without compromising quality. **Learning Product Details** Spending a few minutes each shift reviewing feature updates can help you become more confident and effective in handling tickets. **Written Tone and Customer Care** Never sound robotic. Add warmth and empathy to each message while staying within the guidelines of the prewritten templates. **Managing Live Workload** Pace yourself early in the shift and handle simple tickets first. Batch complex tickets for when you can fully focus. **Handling Remote Independence** No one is micromanaging your work. Set small goals, take structured breaks, and create a quiet workspace. **Growing With Feedback** Weekly scorecards help you identify patterns. Incorporate tips from previous shifts to increase first-contact resolution rates. **Getting Started with the Client** Initial Application Apply using the online form. A short questionnaire helps determine your availability and baseline qualifications. **Written/Typing Skills Assessment** Applicants complete a grammar, writing style, and typing test to assess their suitability for a text-based support role. **Interview or Chat Simulation** A scenario-based simulation replaces traditional interviews. You'll respond to mock customer messages using the support dashboard. **Remote Training (Paid)** Those who pass the simulation begin a paid onboarding process, typically 3–4 days, where they learn tools, ticket flows, and brand tone. **Trial Period With Coaching** During your first 10 shifts, a senior support member will monitor your tickets and provide asynchronous feedback to guide your performance. **Ongoing Work Assignment** Upon passing the trial phase, you'll receive a recurring shift assignment, bonus eligibility, and access to higher-tier learning tracks. **Workplace Environment** This company uses an asynchronous team structure—meaning no Zoom calls, real-time meetings, or live huddles. Communication happens through Slack-style channels, written documentation, and dashboards. It's perfect for quiet workers, introverts, or people who prefer structure over spontaneity. Everyone works independently, but help is always a ping

away. **Perks and Extras**

- Weekly pay with performance-based bonuses
- Paid training and development
- Work-from-anywhere flexibility
- No phone or video call requirements
- Grammarly Pro and other paid writing tools included
- Home office setup reimbursement after 45 days
- Asynchronous peer collaboration
- Shift trading options and emergency flexibility
- Internal job board with team growth opportunities
- Monthly digital gift card rewards and shoutouts

Why This Role May Be the Right Fit for You You want a stable, well-paying job that lets you work from anywhere without a degree or past work experience. You want something real—not a gig, not a course, and not a sales pitch. This is a chance to develop actual professional support skills with structured training and a dependable team behind you. There's no phone work, no daily meetings, and no unrealistic expectations—just clear writing, helpful responses, and ongoing growth. **Applicant Questions Answered** **Do I need any prior customer service experience?** Nope! This role is built for total beginners. You'll receive paid training and plenty of support to learn everything on the job. **Can I work from any country?** Yes. The only requirement is a reliable internet connection and the ability to work in English. This is a globally open position. **Are there set hours or can I work when I want?** You'll submit your preferred shift availability and then receive a consistent schedule. It's not on-demand, but the hours are flexible. **Is this a phone job?** No. You will never be asked to make or receive phone calls. All communication is handled in writing. **How fast can I get started?** Selected applicants typically begin paid training within 5–7 business days of applying. **What equipment do I need?** A laptop or desktop computer (no tablets or phones), high-speed internet, and a quiet workspace. **Next Steps to Apply** Applications are currently open and reviewed daily. Submit yours now to be considered for the next onboarding group. If you're ready to start earning remotely with no phone work, no degree, and no experience—this is your moment. Apply today to secure your spot.

APPLY NOW

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