https://jobtacular.com/job/virtual-chat-communication-agent-remote-25-35-hour-no-degree-or-experience-required-entry-level-remote-chat-jobs-available/

APPLY NOW

Digital Chat Communication Representative – Online – $25–$35/Hour – No College Degree or Prior Experience Needed – Entry-Level – Online Chat Positions Available

Description

Role Overview We're currently recruiting Virtual Chat Communication Agents for a remote-first position paying $25 to $35 per hour. This role is 100% written—no voice or video required—and is designed for entry-level candidates without a degree or prior work experience. You'll engage directly with customers through live chat and email, helping them resolve issues, access services, and manage accounts. It's a calm, structured job that allows you to work from anywhere, at your own pace, with full training and tools provided.**The Client & What You'll Be Doing**Our client is a tech-forward customer service firm supporting online businesses in digital health, subscription learning, and personal finance. Their clients receive thousands of inquiries each day—from users needing help accessing content, correcting billing errors, or updating accounts. As a Chat Communication Agent, you'll field these questions via browser-based chat and email platforms, respond with clear, friendly text, and log each case using internal systems. All interactions are written. You'll never speak with customers over the phone or appear on video.**Primary Job Tasks**

- Greet incoming live chat users and provide solutions for account setup, login errors, refund requests, or product access issues.
- Manage the support inbox, crafting professional, empathetic replies to customers based on template responses and internal knowledge bases.
- Research customer account details using CRM tools to understand their history and ensure accurate responses.
- Escalate high-priority or unresolved cases through the tagging system with full internal notes and message summaries.
- Adapt canned replies to reflect brand voice while tailoring answers to the customer's specific inquiry.
- Monitor internal dashboards and system announcements to stay updated on service changes or outages.
- Document all ticket activity clearly and consistently, tagging cases for team visibility and resolution tracking.
- Suggest updates to templates, workflows, or FAQ articles when recurring patterns emerge in your conversations.
- Meet performance standards for average reply time, quality assurance, and issue resolution accuracy.
- Participate in asynchronous training modules and feedback loops to improve messaging clarity, formatting, and customer tone.
- Handle up to 3–4 live conversations at once while monitoring and replying to queued email tickets.

- Submit an end-of-day report summarizing completed tickets, flagged issues, and customer sentiment insights.

A Typical Shift Breakdown Opening Tasks You'll start by reviewing dashboard notifications, updating your availability status, and checking for high-priority email tickets. Once the live chat queue opens, you'll begin assisting customers **Mid-Shift Activity** Most of your time will be spent jumping between live chat threads and responding to emails. You'll deal with recurring requests like refund inquiries, password resets, and billing disputes—always using brand-approved replies. **Wrap-Up Period** Close remaining threads, escalate unresolved cases, and submit your daily shift report. Flag any customer insights or process bugs you encountered so the documentation team can improve training materials **Who We're Looking For**

- No experience or degree required—training is provided
- Strong writing and reading comprehension in English
- Typing speed of at least 40 words per minute with consistent accuracy
- Patient, empathetic communicator with a calm writing tone
- Familiarity with common web tools (email, Google Docs, basic browsers)
- Self-managed and dependable in a remote work environment
- Comfortable using templates, formatting standards, and written feedback
- Available 15–40 hours per week on a consistent schedule
- Reliable computer and home internet (minimum 25 Mbps)

Tips for Performing at a High Level Master the Templates, Then Make Them Yours Speed matters—but not at the expense of warmth or clarity. Learn the shortcuts, but always edit for the person behind the screen **Focus on Consistency** Formatting, tone, and timing all affect your quality score. Review your replies, use structured formats, and double-check every ticket before closing **Know What to Escalate** You're not expected to solve everything. If something is outside your control, escalate it with notes. Knowing when to pass a case on is a key part of success. **Keep Your Workspace Organized** Multitasking between tabs and tickets is easier when you have a system. Use visual queues, pinned tabs, or keyboard shortcuts to stay focused and efficient. **Apply Feedback Immediately** Your QA scores are your growth path. Read them, save them, and adapt your replies. Performance bonuses and promotions follow consistency—not perfection. **Getting Started with the Client Step 1: Submit Your Application** Upload your resume or availability. You'll be asked to confirm your device and internet setup **Step 2: Take a Writing Evaluation** You'll complete a tone-matching exercise, grammar test, and a short typing speed assessment. **Step 3: Chat Simulation Session** This 15-minute simulation mirrors the actual job. You'll respond to mock tickets under time pressure to demonstrate clarity, tone, and speed **Step 4: Paid Remote Training** All accepted candidates receive 4 days of paid, self-guided training. You'll complete real-world chat drills, formatting exercises, and system orientation **Step 5: QA Trial Period** The first 10 shifts are closely monitored. Your messages are scored for quality, resolution, and timing. Daily feedback is provided **Step 6: Ongoing Work Assignment** After passing your trial, you'll be given a recurring schedule, quality benchmarks, and access to internal job postings for leadership and editing roles. **Workplace Environment** This is a fully asynchronous workplace. All collaboration is written—no video meetings, no phone calls, no team huddles. All updates, coaching, and system communication happens in Slack, Notion, or the CRM. This allows you to focus, write clearly, and work with minimal distractions from anywhere in the world. **Perks and Extras**

- Paid virtual training
- Zero phone or video communication
- International applicants welcome (must meet language requirements)

- Consistent shift schedules with performance-based advancement
- Monthly writing bonuses for quality and efficiency
- Grammarly Premium and chat productivity software provided
- Equipment reimbursement after 30 days of service
- Career paths in quality assurance, training, and knowledge base editing

Why This Role May Be the Right Fit for You If you've been overlooked because of a lack of experience or credentials, this role levels the playing field. It's a writing-based job that rewards thoughtfulness, attention to detail, and consistent performance. If you're looking for a low-stress way to build income from home, improve your communication skills, and grow into a real online career—this is your door in. No degree. No experience. No calls. Just structure, clarity, and opportunity.**Applicant Questions AnsweredDo I need experience to apply?**No. This is a beginner-friendly role with full paid training and coaching**Will I ever have to speak to customers?** Never. This job is 100% written—live chat and email only.**How flexible is the schedule?** Shifts are consistent and offered across multiple time zones. You'll choose your availability and commit to a recurring schedule.**Can I apply from outside the U.S.?** Yes. This position is open to international applicants with strong English skills and reliable internet**What's the pay schedule?**You'll be paid weekly or biweekly depending on your location. Training hours are paid at the same rate.**Next Steps to Apply**Submit your application and complete the writing assessment now to join the upcoming onboarding group. Positions are limited and filled on a rolling basis. This is one of the few remote chat jobs available with no phone work and no degree needed—get started today.

Disclosure