https://jobtacular.com/job/virtual-chat-engagement-representative-entry-level-25-35-hour-no-phone-calls-no-degree-or-experience-needed-remote-customer-messaging-jobs/

APPLY NOW

Virtual Chat Engagement Representative – Entry-Level – $25–$35/Hour – No Phone Calls – No Degree or Experience Needed – Remote Customer Messaging Jobs

Description
Role Overview
A leading customer experience agency is hiring Virtual Chat Engagement Representatives to join its fully remote support team. This is an entry-level, non-phone role offering competitive pay of $25–$35 per hour. No degree or prior customer service experience is needed. All training is paid, and work is conducted entirely through digital messaging—meaning no video meetings, no calls, and no face-to-face interactions. If you're looking to start a remote career from anywhere in the world, this position offers real pay, flexibility, and upward mobility.

The Client & What You'll Be Doing
Our client supports eCommerce companies, app developers, and subscription platforms by managing their chat and email communication with customers. In this role, you'll be responsible for handling inbound messages about orders, technical hiccups, billing questions, product navigation, and account concerns. Using a suite of modern support tools, you'll deliver responses that are quick, helpful, on-brand, and entirely written. You'll never be on the phone—just high-quality text-based customer engagement, tailored to user needs.

Primary Job Tasks

- Monitor live chat windows during your scheduled shifts and respond to real-time inquiries from users around the globe.
- Work through a structured email queue, resolving open support tickets with detailed, human-centered replies.
- Cross-reference customer information using internal dashboards to confirm account details, resolve issues, or provide tailored guidance.
- Personalize pre-approved templates and macros to reflect a natural tone while staying aligned with brand style.
- Escalate situations requiring advanced troubleshooting or internal review, tagging and annotating tickets for other teams.
- Maintain pace with SLA requirements for message turnaround while ensuring accuracy and completeness.
- Stay current on product updates, user policy changes, and known technical bugs by reviewing daily client announcements.
- Contribute to internal documentation by suggesting improvements to macros, FAQs, or workflows based on real-world trends.
- Collaborate asynchronously with other reps through Slack and ticketing comments to share context and avoid duplicate work.

Hiring organization
Entry Level Remote Jobs

Employment Type
Full-time, Part-time

Industry
Customer Service

Job Location
Remote work from: United States; Canada; United Kingdom; Australia; New Zealand; Germany; France; Ireland; Scotland; Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; 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; District of Columbia; American Samoa; Guam; Northern Mariana Islands; Puerto Rico; U.S. Virgin Islands

- Submit shift recaps summarizing metrics, challenges, and support themes identified during your work session.
- Attend written-only coaching sessions designed to strengthen clarity, tone, and workflow efficiency.
- Uphold internal security standards, ensuring all customer interactions remain compliant with data policies.

A Typical Shift Breakdown

Shift Start
Log into the customer platform, confirm your shift handoff from the previous rep, and begin tackling queued email inquiries.

Midway Through
Handle 3–5 concurrent live chat sessions while continuing to respond to simple email tickets between live pings.

Wrap-Up
Tag outstanding issues for follow-up, leave notes for teammates, and submit your end-of-shift report. Double-check dashboard metrics before logging off.

Who We're Looking For

- No college degree or work history required
- Strong writing skills with a clear, professional tone
- Typing speed of 40+ words per minute
- Comfortable using digital tools like Slack, Google Docs, and browser-based dashboards
- Detail-focused with excellent reading comprehension
- Able to follow written instructions and self-manage time
- Owns a laptop or desktop with stable 25 Mbps internet
- Available 20+ hours weekly in consistent time blocks
- Open to written coaching and workflow optimization
- Capable of staying focused without real-time supervision

Tips for Performing at a High Level

Use Templates, But Don't Sound Like One
Your saved replies are a great tool—but tweak them to fit each situation. Customers can tell when you're copy-pasting.

Read the Entire Thread
Before answering, scan the whole customer history. You'll save yourself time and avoid redundant questions.

Keep the Tone Balanced
Always be kind, but don't get too casual. Use neutral language unless the brand tone calls for something more playful.

Flag the Right Tickets
When you escalate a complex issue, include detailed notes. This saves the next agent from repeating work and improves team efficiency.

Track Your Own Wins
Pay attention to your stats—response time, resolution rate, and customer feedback. They're key to unlocking bonuses and promotions.

Base Salary
$ 25 - $ 35

Date posted
May 28, 2025

Valid through
01.01.2029

Getting Started with the Client

1. Submit Your Application
Apply through the online portal. Share your availability and internet/device specs.

2. Writing & Typing Assessment
Complete a 20-minute test including grammar checks, tone-matching questions, and mock ticket responses.

3. Live Simulation
You'll participate in a non-live test shift where you respond to multiple chat scenarios using client tools.

4. Paid Remote Training
Accepted applicants enter a paid asynchronous training program covering chat systems, brand tone, policy flow, and documentation.

5. Trial Period With Coaching
Complete 10 monitored shifts with written feedback after each session. Focus areas include speed, formatting, and user empathy.

6. Official Assignment
Once you pass the trial, your shifts will lock in. You'll receive a recurring schedule, bonus eligibility, and access to career path resources.

Workplace Environment
There are no Zoom calls, no daily stand-ups, and no phone interactions. All communication happens via text—both customer-facing and internal. The company culture is asynchronous, documentation-heavy, and designed for independent work styles. You'll receive regular written support, performance insights, and optional learning content—on your time.

Perks and Extras

- Weekly payments in USD or local equivalent
- Paid, asynchronous training
- No meetings, ever
- Bonuses for consistency and quality
- Grammarly Business account provided
- Home office stipend after 30 days
- Optional subscription to writing tools and tutorials
- Shift flexibility and advance scheduling
- Growth tracks for editing, documentation, and team management

Why This Role May Be the Right Fit for You
You want real remote income without calls, meetings, or resumes. You value writing over talking. You want to help people and get paid fairly for doing it—without commuting, dressing up, or being on video. This is a rare job that respects your independence and gives you room to grow. No fluff, just real work and real pay.

Applicant Questions Answered

Do I need to be experienced in customer service?
No. You'll be trained on everything. Writing skill and consistency are what matter most.

Is this job available to international applicants?

Yes. This is a global role, as long as you meet the technical and language requirements.

Will I need to use the phone?
Absolutely not. This is a 100% chat and email support position. You'll never take or make calls.

When do I get paid?
Most team members receive weekly payments through supported payment platforms.

How flexible are the hours?
Shifts are scheduled in advance, but you can choose from multiple blocks based on your availability.

What if I've never used a helpdesk tool?
No problem—training includes platform walkthroughs and support exercises.

Next Steps to Apply
Apply today and complete the writing test to join the next onboarding group. These positions are highly competitive due to the pay, flexibility, and non-phone format. If you're ready to earn online with no degree, no resume tricks, and no gimmicks—start your application now.

Disclosure