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APPLY NOW

Work-from-Home Chat Support – No Degree Required, No Calls Involved

Description

Position Summary

We're actively recruiting for a fully remote Chat Support Assistant position with one of our partner companies in the online retail space. This is a beginner-friendly opportunity for individuals looking to work from home in a non-phone role. No college degree or prior customer service experience is required. Whether you're a recent graduate, a stay-at-home parent, or someone transitioning from in-person jobs, this role is an excellent entry point into the world of remote work.

As a Chat Support Assistant, you will handle live conversations with customers visiting the company's website or mobile platform. Your responsibilities include answering basic product questions, helping users with their accounts, and resolving small issues—entirely through a written chat interface. You'll be provided with ready-to-use templates, a searchable internal knowledge base, and AI-generated response suggestions to make your job easier. If you're a good communicator, comfortable using a computer, and want to work independently, this position is for you.

What You'll Be Doing

Answering Customer Questions in Real Time

You'll monitor the incoming chat queue and respond promptly to questions from online shoppers. Topics may include shipping information, return policies, payment options, and product availability.

Using Tools and Scripts to Respond Effectively

You'll follow approved scripts and access real-time suggestions to craft helpful replies. You don't need to memorize answers—everything is built into the chat system for quick reference.

Assisting with Common Issues

Help customers track orders, reset passwords, or apply promo codes. For anything outside your scope, you'll route the issue to the right team with the click of a button.

Recording and Tagging Chat Interactions

Hiring organization
Remote Chat Support Positions No Degree

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

Each chat is recorded and categorized in the system. You'll add a summary note and appropriate tag so that others can see what was discussed if additional support is needed.

Communicating with Supervisors Remotely

Team leads and support trainers are available during your shift via chat. You'll have access to help, feedback, and coaching whenever you need it.

A Day in the Life

Your shift starts when you log into the chat dashboard. As customers visit the website, you'll receive incoming requests to assist with questions or minor problems. Most conversations last just a few minutes, and you can handle multiple chats at once with ease using templated responses. You'll work in a focused environment—free from background noise or phone calls—and track your performance using a built-in dashboard. Breaks are scheduled, and supervisors check in periodically to offer support. Whether you prefer to work early mornings, evenings, or weekends, your hours are flexible and designed to fit your life.

Required Skills & Qualifications

- No degree required
- No prior experience in customer service needed
- Basic typing skills and ability to write clearly
- Comfortable using web-based tools and chat platforms
- Reliable home internet connection and a personal computer (laptop or desktop)
- Ability to work independently and follow structured guidelines
- Fluent in written English

How to Thrive in a Remote Role

Design a Distraction-Free Work Environment

Choose a quiet, reliable space where you can work uninterrupted. Use headphones if necessary, and keep your tools—like water, notes, and keyboard—close by.

Stick to Consistent Hours

Remote work offers flexibility, but consistency helps build better habits. Commit to the same general hours each week to stay on track and improve your performance over time.

Use the Resources Provided

You don't have to figure things out alone. Leverage scripts, support guides, and templates to reduce uncertainty and speed up your workflow.

Communicate with Confidence

Even though you won't be on camera or the phone, how you communicate in writing matters. Stay positive, clear, and helpful—this builds trust with the customer and boosts your satisfaction scores.

Base Salary
$ 25 - $ 35

Date posted
June 25, 2025

Valid through
01.01.2029

Perks & Benefits

- $25–$35 per hour depending on experience and performance
- 100% remote—work from anywhere with stable internet
- Flexible scheduling, including evenings and weekends
- Paid online training with onboarding specialists
- No calls or video meetings—chat-based only
- Performance bonuses based on speed and customer ratings
- Opportunities to move into senior support, QA, or training roles after 90 days

Frequently Asked Questions

Do I need customer service experience?

No. This role is designed for people new to remote work or customer support. You'll receive full training and mentorship to get up to speed.

Is this a phone job?

No. You'll only be chatting with customers using a browser-based tool. There are no phone calls, video meetings, or cold calling required.

Can I choose my hours?

Yes. You'll have flexibility in selecting your shifts. Part-time, full-time, and weekend-only options are available depending on business needs and your availability.

When does training start?

Once your application is accepted, you'll receive an email with onboarding instructions. Most candidates begin training within 3–5 business days.

Is this open internationally?

Yes. As long as you have strong English writing skills and meet the tech requirements, you can work from anywhere in the world.

How to Apply

Complete the application form on the job listing page. You'll be asked about your availability, internet speed, and device setup. After submitting, eligible applicants will receive a training invitation and start their onboarding process. There are no application fees or setup costs—everything you need is provided.

Why This Remote Job Is Perfect for You

This chat support role is a smart, flexible way to break into remote work—no degree, no experience, and no phone calls required. It's beginner-friendly, well-compensated, and comes with a full support team and all the tools you need to succeed. Whether you're just starting your work-from-home journey or looking for a role that fits your lifestyle, this job gives you freedom, training, and financial reliability in one package. Apply now and start earning from home in just a few days.

Disclosure

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