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APPLY NOW

Work-from-Home Messaging Support Agent – Entry-Level – \$25–\$35/Hour – No Experience Needed – Chat Support Remote Jobs

Description

Role Overview

This is a fully remote, entry-level position for those seeking chat support remote jobs that pay well, offer stability, and require no prior experience or college degree. As a Work-from-Home Messaging Support Agent, you'll earn \$25–\$35 per hour assisting customers through real-time web chat and email. All training is paid, all tools are provided, and all communication is text-based—meaning there are no phone calls or video meetings involved. If you're ready to work from home, build digital communication skills, and join a professional support team, this is your ideal starting point.

The Client & What You'll Be Doing

Our client is a leading third-party customer experience company supporting global brands across industries like ecommerce, online education, and wellness products. These brands rely on fast, consistent customer service delivered entirely through chat and messaging. Your job will be to assist customers with common issues including password resets, tracking orders, canceling subscriptions, or applying discount codes. You'll be given a library of templates, guides, and product documentation—and trained on how to use them efficiently in a variety of chat-based scenarios.

Primary Job Tasks

- Respond to customer messages via live web chat, providing answers related to product use, billing, order status, and account questions.
- Handle support tickets sent by email, delivering professional, brand-aligned written responses.
- Use customer support tools (such as Zendesk or Intercom) to manage tickets, log conversation details, and follow escalation protocols.
- Match each response to the client's brand tone and customize replies based on customer context.
- Track and prioritize multiple live conversations at once while adhering to response time targets.
- Escalate technical issues or account-level concerns by tagging senior support agents and documenting what actions were taken.
- Review internal announcements and product updates before each shift to ensure your responses reflect current policies.
- Participate in asynchronous writing audits that assess clarity, tone, grammar, and resolution success.
- Suggest edits to help documentation or saved replies when you notice

Hiring organization

Remote Customer Service Chat Support 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

frequent confusion from customers.

- Complete daily end-of-shift summaries to communicate unresolved tickets or flagged concerns to the next support agent.
- Follow internal standards for formatting, spacing, tagging, and language usage on all messages.
- Uphold professional communication across all channels—even when customers are confused, frustrated, or angry.

Date posted

May 24, 2025

Valid through

01.01.2029

A Typical Shift Breakdown**Early in Your Shift**

Check for shift-specific alerts or product updates. Respond to any priority tickets from earlier in the day and open the live chat queue. This is when customers in different time zones often begin messaging in bulk.

Mid-Shift Workload

You'll be managing 2–4 chat conversations and actively replying to email tickets. Customers may request updates on their orders, ask how to cancel or modify their subscription, or inquire about promotions.

Wrapping Up

You'll resolve final tickets, flag any pending cases that require follow-up, and complete your handoff notes in the shared dashboard. Be sure to tag all open conversations correctly and note any unusual issues for the lead.

Who We're Looking For

- No degree or prior work experience required
- Solid grammar and writing skills in English
- Typing speed of 40+ WPM with a focus on accuracy
- Friendly, composed tone under pressure
- Comfortable navigating multiple tools, tabs, and chat windows
- Reliable internet connection and access to a personal computer
- Available to work 15–40 hours/week with flexibility
- Organized, punctual, and responsive in a remote environment
- Open to learning through written feedback and weekly audits
- Able to follow templates and workflows without needing live supervision

Tips for Performing at a High Level**Writing & Typing Fluency**

You'll be writing constantly, so clarity, grammar, and formatting matter. Use bullet points when helpful, avoid slang, and match your tone to the client brand—friendly, concise, and helpful.

Learning Product Details

You'll have searchable access to help docs and FAQs. Use these efficiently rather than guessing answers. Bookmark common solutions to speed up your replies.

Written Tone and Customer Care

Even when using templates, make the customer feel heard. Avoid overly robotic phrasing. Add their name, thank them for their patience, and reassure them with every reply.

Managing Live Workload

Don't panic when juggling multiple chats. Prioritize based on urgency and keep your windows organized. Use quick replies but verify every detail before sending.

Handling Remote Independence

You'll work independently with written-only support from team leads. Keep distractions low, communicate through the tools provided, and stay consistent with attendance and quality.

Growing With Feedback

Each week, you'll receive a breakdown of your tickets with scores and suggestions. These reviews are essential—they show you how to earn bonuses, qualify for promotions, and improve your skills.

Getting Started with the Client

Initial Application

Apply with a basic resume or availability summary. Indicate your preferred working hours and confirm you have the technical setup needed to work remotely.

Written/Typing Skills Assessment

Complete a short writing evaluation and timed chat test to measure how clearly and quickly you can type structured replies.

Interview or Chat Simulation

Candidates who pass the assessment will enter a simulated live chat scenario to demonstrate problem-solving, writing tone, and multitasking.

Remote Training (Paid)

Training takes place over 3–4 remote days and includes system navigation, tone guidelines, chat pacing, ticket formatting, and hands-on practice. You're paid for all training hours.

Trial Period With Coaching

During your first 10 shifts, your messages will be reviewed closely. A quality coach will leave feedback on your writing, tag accuracy, and ticket management.

Ongoing Work Assignment

After successful completion of your trial, you'll be assigned a stable shift schedule, be eligible for monthly performance bonuses, and gain access to internal promotion tracks.

Workplace Environment

This is a writing-focused, remote-first team that values calm, professional communication and consistent self-management. You'll work independently but stay connected through internal platforms like Slack, Notion, and ticket comments. All reviews, coaching, and collaboration happens in writing, making this a quiet and distraction-free remote job.

Perks and Extras

- Paid training and onboarding
- Consistent weekly shifts and pay
- 100% non-phone role—chat and email only
- Global remote access (most countries eligible)
- Monthly bonuses for ticket quality and attendance
- Access to writing software like Grammarly and Notion
- Equipment stipend after 30 days
- Career progression into QA, team lead, or editorial roles

Why This Role May Be the Right Fit for You

If you're looking for remote work that doesn't involve phones, pressure, or constant meetings—this is it. Whether you're just starting your work-from-home career or looking for a reliable side income, this position offers flexibility, fair pay, and professional growth without requiring a degree or experience. All you need is solid writing, a willingness to learn, and a dependable setup.

Applicant Questions Answered

Do I need experience in chat support or customer service?

No. This role is designed for beginners. Full training is provided.

Is this job really 100% remote and non-phone?

Yes. You'll never make or receive phone calls. All work is handled in writing.

Can I work from another country?

Yes. This role is open to international applicants as long as you have stable internet and can work scheduled shifts.

How many hours can I work?

We offer part-time (15–20 hrs/week) and full-time (30–40 hrs/week) shifts. You can increase hours over time based on performance.

What equipment is required?

You'll need a laptop or desktop (not a tablet), high-speed internet, and the Google Chrome browser.

When will I start getting paid?

You'll begin earning from Day 1 of paid training. Payroll begins after your first week.

Next Steps to Apply

Apply now by submitting your resume and completing the quick writing task. We're filling upcoming training cohorts now, and responses are reviewed daily. If you're ready to begin a remote chat support career with no experience or degree required, this is your next step. Don't wait—slots fill quickly.

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