



<https://indeedremotejobs.com/job/chat-and-email-customer-service-jobs-remote-flexible-hours-no-calls-25-35-hr/>



Digital Chat Optimization Agent | \$28-\$35/hr | SEO Training Provided

Description

Job Title: Remote Chat and Email Customer Support Agent
Compensation: \$25-\$35 per hour, paid weekly
Location: Fully Remote – Open to applicants worldwide
Schedule: Flexible 4–8 hour shifts; 15–40 hrs/week
Experience Required: None – beginner-friendly onboarding included
Education Required: No degree required

About the Company

This fast-growing subscription platform provides users worldwide with access to personal development programs, online learning courses, and digital productivity resources. Dedicated to delivering stress-free customer support, they are expanding their remote team by hiring for **chat and email customer service jobs remote**—designed for those who want structured remote work without phones, cold calls, or meetings.

Position Overview

If you're seeking **chat and email customer service jobs remote**, this role allows you to support users through clear, calm written communication. You'll help customers navigate account setup, subscription management, billing updates, and access recovery—all through live chat and email, never by phone.

Daily Responsibilities

- Respond to live chat and email support tickets from users
- Assist customers with login problems, subscription updates, billing corrections, and account settings
- Use templated replies and structured workflows for efficient, consistent responses
- Escalate advanced or technical issues to the appropriate teams
- Maintain organized, accurate case notes for every interaction
- Provide professional, empathetic written support with every conversation

Why This Role Is a Fit for You

- 100% written communication—no speaking required
- Weekly pay via direct deposit
- Self-scheduled shifts that fit your availability
- No prior experience required—full training included
- Work from anywhere with a stable internet connection

Requirements

- Laptop or desktop computer with Chrome browser
- Reliable internet (minimum 10 Mbps)
- Typing speed of 45+ WPM

Hiring organization

Indeed Remote Jobs

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

- Fluent written English communication skills
- Self-motivation and organizational skills for remote work

Compensation & Scheduling

Starting pay: \$25/hour

Opportunity for promotion to \$30-\$35/hour after 30 shifts with positive QA and customer satisfaction feedback

Shift options available across mornings, afternoons, evenings, overnights, and weekends. Minimum 15 hours per week.

Training & Onboarding Process

- 2-hour self-paced onboarding course
- Hands-on practice with simulated chat and email cases
- First live shift monitored with QA support and feedback
- Paid work typically starts within 3-5 business days

Sample Shift Flow

During a Sunday 12 PM-6 PM shift, you help a user reset a password, guide another through updating their billing info, and assist a third customer in applying a promotional code—all handled smoothly via live chat and email, without calls or meetings.

What Current Agents Are Saying

"I love that every conversation is written. I can take my time, follow the workflows, and still get great feedback from supervisors." - *Hannah D., Chicago, IL*

"The ability to work from home without any phones or meetings has been life-changing. This job gives me structure and peace of mind." - *Nico V., Cape Town, ZA*

FAQs

Is there any phone work involved?

No. All customer communication is handled through chat and email only.

Do I need a background in customer service?

No. Full training and onboarding are included.

Can I work overnight or weekend shifts only?

Yes. The scheduling platform allows full flexibility based on your needs.

Apply Now – Structured, Calm Remote Support Work Awaits

Click the Apply Now button to apply for one of the **best chat and email customer service jobs remote**. Train quickly, earn weekly, and start your career supporting real customers without the stress of phone-based roles.



Disclosure

Disclaimer: Please note that RemoteJobForum.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

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