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APPLY NOW

Remote Customer Support Specialist – Earn Up to \$34/Hour, Immediate Openings

Description

Intro to the Role

We are hiring dependable and motivated individuals for remote chat-based customer assistance roles. If you're seeking a beginner-friendly job that doesn't require a degree or traditional work background, this opportunity might be the perfect fit. This position is 100% remote, offers flexible scheduling, and focuses entirely on text-based support. That means no phone calls, no video meetings, and no sales quotas—just clear written communication and a desire to help customers solve simple issues online.

Successful applicants will support a fast-scaling digital brand in maintaining outstanding customer experiences through real-time chat interactions. With a robust training program, built-in tools, and daily coaching, you'll be empowered to thrive from day one—even if you've never worked online before.

Role Responsibilities

Handling Customer Inquiries via Live Chat

Provide fast, friendly assistance to customers who reach out through the website chat. This may include questions about order updates, technical issues, account access, or general product information.

Following Templates and Protocols

Use a streamlined interface equipped with templated responses and guided instructions to help resolve most conversations quickly and accurately. You'll rarely need to write a full message from scratch.

Logging Interactions

Document each chat session using drop-down menus and notes. Accurately tag resolutions or escalate the issue to another department when necessary.

Collaborating Remotely

Work alongside your team lead and other agents through our internal chat support channel. Ask questions, share suggestions, and learn in real time without video calls

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

or scheduled meetings.

Who We're Looking For

- No college degree required
- Typing speed of at least 25 WPM
- Comfortable using a computer and navigating online tools
- Good written communication and the ability to follow detailed instructions
- Availability to work at least 10 hours per week

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

What to Expect on a Typical Day

You'll start by logging into your secure dashboard, where chat assignments appear in your queue. Most agents manage one to three active chats at a time. As customers message in, you'll guide them using templates and approved resources, with live team lead support available at all times. Short breaks can be taken during periods of low volume. There's no need to speak on camera or answer calls—the entire workflow is digital and text-based.

Why This Position Works for Beginners

Training Is Provided

We guide you step-by-step through orientation and practice chats. No experience? No problem.

No Selling Involved

This is not a sales position. You won't need to pitch, upsell, or convince anyone—just help them find answers.

Work from Anywhere

Whether you're at home, in a co-working space, or traveling, all you need is a stable internet connection and a laptop or desktop computer.

Make a Difference Without Phone Calls

This role is perfect for those who are more comfortable writing than talking on the phone. Your entire job happens through chat boxes and typed communication.

Compensation and Benefits

- Hourly pay from \$25 to \$35, depending on shift and performance
- Consistent weekly payments via bank transfer or PayPal
- Fully remote role—no commuting required
- Flexible hours across global time zones
- Bonuses for accuracy, speed, and customer satisfaction
- Opportunities for advancement after 60 days

Application FAQs

Can I apply without a resume?

Yes. We don't require a resume or formal work history. A short skills assessment will help us determine fit.

Is this a freelance or employee role?

This is a contract position with weekly pay and consistent scheduling. No long-term commitment is required, though top performers are often offered ongoing contracts.

When does training start?

New team members typically begin onboarding within 3–5 business days of acceptance.

What gear do I need?

A working computer and internet connection. We recommend using a desktop or laptop for best performance.

Do you accept international applicants?

Yes, this role is open to applicants worldwide, with shifts adjusted for your time zone.

Application Steps

Start by submitting the quick interest form. You'll receive an email within 24 hours with a typing and grammar assessment. Once completed, qualified applicants will be invited to onboarding, which includes sample chats and system walkthroughs. The entire process is fast, beginner-friendly, and designed to get you up and running within a week.

Why You Should Consider This Opportunity

This is more than just a gig—it's a legitimate remote job built around accessibility and support. You'll be part of a team that values clear communication, self-management, and personal growth. Whether you're supplementing income or exploring remote work for the first time, this is a great place to start. No degree needed. No experience required. Just your willingness to help—and we'll provide the rest.

APPLY NOW

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