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APPLY NOW

Virtual Chat Support Team Member – Earn \$30-\$35 Hourly, Text-Only Communication

Description

Position Summary

A fast-growing digital media solutions firm is seeking Entry-Level Live Chat Assistants to support its expanding remote service team. This fully remote role is perfect for individuals looking to break into the online workforce without prior customer service experience or a college degree. With flexible scheduling, full training, and a supportive team environment, this opportunity allows you to earn a stable income by assisting customers via live chat—from the comfort of your home.

As a Live Chat Assistant, your main responsibility will be managing customer conversations through a secure online messaging platform. You'll help users with questions about digital services, account access, product selection, and more. This is a written-only role—no phone calls or video chats are required. If you're reliable, comfortable typing in English, and ready to build an online career, this role could be your ideal entry point.

What You'll Be Doing

Handling Real-Time Chat Inquiries

Answer inbound messages from customers seeking help with common questions related to products, subscriptions, or technical access. You'll use a browser-based interface to manage chats efficiently.

Following Chat Scripts and Knowledge Base Articles

You'll be equipped with a full library of scripts and help documents to ensure consistency in tone, accuracy of information, and ease of response. You'll rarely need to craft custom responses from scratch.

Escalating Complex Issues

Some customer requests may require additional handling from billing or tech teams. You'll learn how to identify those and route them through internal escalation protocols with just a few clicks.

Documenting Conversations

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

After each interaction, you'll summarize the customer issue and outcome in a simple tag-based form, ensuring your colleagues have visibility into any follow-up required.

A Day in the Life

After logging into the dashboard, you'll be assigned a batch of customer chats, typically two to four at a time. Your first few shifts will involve lighter queues and mentorship until you're fully confident. Throughout the day, you'll monitor messages, refer to knowledge base content, and reply using pre-approved scripts or templates. You'll take breaks between queues, receive live support from supervisors, and get real-time metrics on your response times and customer satisfaction. Whether you're working morning, evening, or weekend shifts, you'll stay connected through internal tools and weekly team syncs.

Base Salary

\$ 25 - \$ 35

Date posted

September 12, 2025

Valid through

01.01.2029

Required Skills & Qualifications

- No degree required
- No experience needed – full training provided
- Strong written communication skills in English
- Typing speed of 30+ words per minute
- Basic familiarity with internet browsing and using online tools
- Access to a computer and reliable high-speed internet
- Self-motivated with good attention to detail

How to Thrive in a Remote Role

Build a Distraction-Free Setup

Create a dedicated workspace where you can focus without interruptions. Even a small corner with a comfortable chair and headset can boost your productivity.

Use Your Tools

Our platform offers smart shortcuts, AI-generated suggestions, and a searchable help desk. Get familiar with these to save time and deliver stronger service.

Communicate Clearly and Professionally

Since this is a written role, clarity is key. Use the provided templates, but personalize responses when needed to sound friendly and supportive.

Stay Engaged with the Team

Even though you're remote, you're not alone. Our team chats, supervisor check-ins, and performance feedback keep you in the loop and constantly improving.

Perks & Benefits

- Competitive hourly pay (\$25–\$35/hour based on shift and region)
- Fully remote – work from anywhere
- Flexible schedules – work part-time, full-time, or nights/weekends
- No phone calls or Zoom meetings – 100% text-based communication
- Weekly pay with optional performance bonuses
- Paid onboarding and mentorship support
- Advancement opportunities after 60 days of active performance

- Diverse and inclusive virtual workplace

Frequently Asked Questions

What is the schedule like?

Flexible! You'll choose your preferred hours through our online scheduler. Shifts are available 24/7 across different time zones.

Do I need any certifications?

No certifications are required. All essential knowledge is provided during training, and no technical background is needed.

Will I be required to speak with customers on the phone?

No. This is a written chat support role only. You'll never be expected to use your phone or appear on video.

What kind of customers will I be supporting?

You'll be assisting general consumers with questions about digital services and products. Most inquiries are straightforward and quick to resolve.

How fast can I start?

Once accepted, onboarding begins within 48 hours. You can usually complete training and begin your first live chat shift within five business days.

How to Apply

To get started, complete the online application and submit your basic details. You'll be invited to take a short skills assessment and typing test. Once reviewed, you'll receive onboarding access and begin paid training immediately. All steps are fully remote and designed to be beginner-friendly.

Why This Remote Job Is Perfect for You

If you're looking for a stable online job without a degree or experience, this Entry-Level Live Chat Assistant role gives you everything you need to succeed. You'll get training, support, and the flexibility to work from anywhere—whether you're just starting your remote career or switching paths. This is more than a temporary gig; it's a gateway to lasting income, growth opportunities, and a supportive digital work environment.

**APPLY NOW**

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