

APPLY NOW

Remote Support Publishing Assistant | \$28-\$35/hr | Technical Role

Description

Job Title: Remote Customer Messaging Support Representative – Flexible Schedule

Compensation: \$25–\$35 per hour, paid weekly

Location: Fully Remote – Accepting global applicants

Schedule: Flexible 4–8 hour shifts; 15–40 hrs/week

Experience Required: None – full training included

Education Required: No degree required

About the Company

This fast-growing online education and digital services platform offers subscription-based access to learning tools, productivity resources, and self-development programs. Dedicated to a no-phone support model, the company is expanding its remote team by hiring for **online customer messaging jobs remote** to ensure smooth, friendly, and fast support for users—all through written channels.

Position Overview

If you're seeking **online customer messaging jobs remote**, this role gives you the flexibility to work from anywhere while assisting users with account management, billing updates, login troubleshooting, and subscription navigation—all handled calmly through structured chat and email workflows.

Primary Responsibilities

- Respond to customer inquiries via live chat and email platforms
- Assist users with password resets, subscription updates, billing corrections, and feature usage
- Use saved replies and workflow templates to ensure consistent support
- Escalate complex technical issues to senior teams as needed
- Maintain organized notes and correct tagging for each support case
- Uphold the company's supportive and professional communication tone

Why You'll Love This Role

- Messaging only—no speaking, calling, or video meetings
- Weekly direct deposit pay
- Self-schedule your shifts based on your needs
- Entry-level applicants welcome with full onboarding
- Remote work from anywhere with a stable internet connection

Requirements

- Laptop or desktop with Chrome browser
- Reliable internet (10 Mbps minimum)
- Typing speed of at least 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

- Strong written English skills and reading comprehension
- Ability to work independently and manage time well

Compensation & Shift Information

Starting wage: \$25/hour

Raise to \$30-\$35/hour available after 30 evaluated shifts with strong QA and customer feedback

Weekly scheduling through a shift portal. Morning, evening, overnight, and weekend shifts available. Minimum commitment: 15 hours/week.

Training and Onboarding Process

- 2-hour onboarding session including system tutorials and workflow guides
- Practice simulations for chat and email ticket handling
- First live shift monitored for coaching and support
- Paid shifts typically start within 3-5 business days

Example Shift Flow

During a Friday 1 PM-7 PM shift, you guide one user through applying a promotional discount, assist another with account recovery, and process a subscription upgrade request—every interaction handled calmly and efficiently through live chat or email.

What Team Members Say

“The messaging-only format made it so easy to focus. No phones, no meetings, just real support work.” - *Leo P., Toronto, CA*

“Weekly pay, total flexibility, and no pressure. It’s the perfect remote job for anyone starting out.” - *Mariana G., Cape Town, ZA*

FAQs

Is this job completely non-phone?

Yes. All communications are through written messaging platforms only.

Do I need previous customer service experience?

No. Full training is included for all new hires.

Can I work around another job or school?

Yes. Shifts are self-scheduled to fit your lifestyle.

Apply Now – Start Your Remote Messaging Career Today

Click the Apply Now button to apply for one of the best **online customer messaging jobs remote**. Train quickly, earn weekly, and work with full flexibility—no phone calls required.



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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