

APPLY NOW

Online Customer Care Associate – Earn \$30-\$35/Hour, No Degree Required

Description

Position Introduction

We are recruiting on behalf of a fast-scaling eCommerce client for a fully remote Customer Chat Assistant position. This role is built for individuals eager to begin working from home—even if you've never held an online job before. No formal education or prior experience is needed. If you can write clearly, follow simple instructions, and enjoy helping others, this is your opportunity to earn \$25–\$35/hour from anywhere in the world.

In this role, you'll be the first point of contact for customers reaching out via live chat. You'll support them through the purchase process, resolve common issues, and provide helpful information, all from behind your screen. No voice calls. No video meetings. Just focused, friendly written communication that improves the customer experience.

Your Core Responsibilities

Manage Real-Time Chat Conversations

Log in to the secure platform and handle incoming chats from users with product questions, billing concerns, or account access issues. Most messages are brief and handled with a quick reply using the internal knowledge base.

Use Pre-Built Reply Templates

Don't worry about coming up with the perfect wording—we provide you with curated response options for nearly every scenario. You'll learn to identify the situation, select the right template, and send it with a friendly tone.

Report Unusual Cases

If a situation becomes too technical or complicated, you'll flag it for escalation. The support structure includes senior agents ready to step in. You'll never be left to troubleshoot beyond your comfort level.

Uphold Support Quality Standards

We'll provide you with metrics like average response time, resolution speed, and

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

satisfaction ratings. Meeting or exceeding benchmarks leads to bonuses and long-term contract eligibility.

A Look at a Typical Shift

Imagine starting your day by logging into the web-based portal with a fresh cup of coffee beside you. New customer chats appear in your dashboard. You reply using our chat tool while referencing preloaded response suggestions. You're typically juggling 2-3 conversations at a time, and a supervisor is on standby in case you need help. You decide whether to work a few hours in the morning or a longer afternoon block—your schedule is yours to set.

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

Who Thrives in This Role

- Those who are comfortable typing and reading in English
- People who want remote flexibility without jumping on phone calls
- Beginners looking for their first legitimate online income stream
- Anyone organized enough to manage simple instructions and chat tools
- Fast learners who enjoy helping customers through digital platforms

What You Don't Need

- No college degree required
- No professional work history needed
- No investment or course purchases—we provide full training
- No tech setup beyond a computer and internet connection

Tools and Environment Provided

Training Dashboard

You'll gain access to interactive chat simulations, grammar modules, and troubleshooting walkthroughs during your onboarding week.

Live Chat Platform

All chats take place in-browser with auto-save, canned responses, and client-approved support documentation.

Mentor Support

Our client assigns a supervisor to each new hire to help with your first week of live messages and ensure you gain confidence quickly.

Benefits

- Hourly pay starting at \$25, up to \$35 based on quality metrics
- Work from anywhere—home, travel, or co-working spaces
- Flexible scheduling (minimum 10 hours/week)
- Performance-based incentives and contract extensions
- Complete freedom from phone or video calls
- Supportive work culture and advancement opportunity

Common Questions Answered

Can I apply with no work history?

Yes! Many current agents joined without any customer service background. If you can learn and follow directions, you'll do well here.

What devices can I use?

A computer or laptop is required. Tablets and smartphones are not currently supported.

How long is training?

Training typically lasts 2-3 business days and is paid upon successful completion.

Is this a long-term position?

Yes, if you meet response quality and availability goals, you can be promoted into long-term roles with increased pay and responsibility.

How to Apply

Click to begin the application. You'll be asked to take a grammar and typing quiz, followed by a personality match test. Once qualified, you'll receive an invitation to begin onboarding and receive your first training modules. Support is provided every step of the way.

Why It's Worth Applying

This isn't a side hustle or vague promise—it's a genuine, structured online job designed for real people with no background in tech or sales. If you've been looking for a legitimate way to earn money remotely without risking time or cash, this role provides stability, support, and the flexibility to work on your own terms. Apply today and see how simple it is to become a paid live chat assistant from home.



Disclosure

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