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**APPLY NOW**

## Remote Jobs No Experience – Live Chat Assistant (Entry-Level, No Degree)

### Description

#### Remote Jobs No Experience – Live Chat Assistant (Entry-Level, No Degree)

Flexible | Remote-First | Paid Training | Multiple Shifts

Looking for remote jobs with no experience that still feel like a real, professional opportunity? This entry-level Live Chat Assistant role is built for reliable self-starters who communicate clearly, enjoy solving problems, and want a dependable, long-term path in customer support without phone calls. You'll handle text-based conversations on websites and social channels, guide customers, document outcomes, and escalate when needed—all from home.

Application is simple: click Apply Now, answer a short screening, and complete a brief typing and accuracy check. No résumé gaps or prior support titles required—your writing quality and reliability matter most.

### Role Snapshot

- Title: Live Chat Assistant (Remote)
- Seniority: Entry-Level
- Schedule: Flexible shifts incl. nights/weekends
- Compensation: Competitive hourly + performance incentives
- Equipment: Reliable computer, stable internet, quiet workspace
- Phone Calls: Not required (chat & email only)
- Location: Worldwide

### Position Summary

As a Live Chat Assistant, you'll respond to inbound chats from customers and prospects, provide friendly guidance, share helpful resources, update account details, and route complex issues to specialists. You'll work inside a modern helpdesk with canned replies, knowledge base articles, and escalation templates. If you're searching for remote jobs no experience, this role offers a structured entry point with clear expectations, paid training, and performance feedback from day one.

### Key Responsibilities

#### Customer Conversations

- Respond to live chats within target first-response times.
- Use a personable tone while following brand guidelines.

### 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

- Ask clarifying questions; confirm understanding before closing.

### Knowledge & Troubleshooting

- Reference the knowledge base to provide accurate, consistent answers.
- Walk customers through simple steps (account access, password resets, order lookups).
- Flag knowledge gaps; suggest article updates when needed.

### Documentation & Escalation

- Tag conversations accurately for reporting and QA.
- Summarize the issue and steps taken when escalating to Tier 2.
- Follow handoff rules to ensure customer continuity.

### Quality & Compliance

- Protect customer privacy; follow data handling guidelines.
- Meet or exceed KPIs (CSAT, AHT, FRT, resolution rate).
- Participate in feedback loops and weekly coaching sessions.

### Qualifications

#### What You Already Have

- Clear, professional written English and strong reading comprehension.
- Ability to type ~45 WPM or higher with solid accuracy.
- Consistency and reliability—show up on time and meet commitments.
- Calm, solution-oriented approach to problem solving.
- Basic computer literacy (tabs, shortcuts, copy/paste, screenshots).

#### Nice-to-Haves (Not Required)

- Prior experience in retail, hospitality, or online communities.
- Familiarity with helpdesk tools (Zendesk, Intercom, Gorgias, Freshdesk).
- Experience with templates/canned replies and tagging.
- Comfort supporting customers in more than one language.

No degree required. No prior customer support experience required. Training is provided.

### Training & Onboarding

New hires complete a structured onboarding that teaches platform navigation, tone of voice, data privacy, and troubleshooting basics. You'll practice with simulated chats, learn how to use knowledge articles, and get feedback from a trainer before you handle real conversations. By the end of week one, you'll be confident using shortcuts, snippets, and case summaries to provide fast, accurate answers.

### Work Environment & Tools

- Helpdesk: Modern live chat + shared inbox with tagging, macros, snippets, collision detection, and SLAs.
- Knowledge Base: Searchable articles, step-by-step guides, quick references, and escalation trees.
- Performance: Weekly scorecards; input on scripts and articles to improve first-contact resolution.

### Base Salary

\$ 25 - \$ 35

### Date posted

September 12, 2025

### Valid through

01.01.2029

- Communication: Async updates for shift changes, product notes, and known issues.
- Accessibility: Non-phone role; suitable for quiet home offices and shared spaces.

## Compensation & Benefits

- Competitive hourly compensation with periodic reviews.
- Performance bonuses for quality, reliability, and customer satisfaction.
- Flexible schedules including part-time and full-time options.
- PTO accrual for eligible roles; regional public holiday coverage options.
- Career pathways into Quality, Training, or Tier 2 Support.

## How Your Day Looks

### Start of Shift

- Clock in, review product updates and known issues.
- Open dashboard, confirm queue health and personal SLA targets.
- Load macros and knowledge tabs needed for your shift focus.

### Mid-Shift

- Handle chat volume, tag accurately, update conversation notes.
- Escalate complex cases with a concise summary and next steps.
- Share article suggestions when you spot content gaps.

### End of Shift

- Wrap up open threads; hand off any pending items with context.
- Complete quick QA self-check; note learnings for the next shift.
- Submit availability for upcoming schedule blocks.

## Success Profile

- **Clarity:** You write simply and avoid jargon.
- **Composure:** You stay polite under pressure.
- **Consistency:** You meet deadlines and show up.
- **Curiosity:** You look for the “why” behind recurring questions.
- **Care:** You treat each customer like the only customer.

## Application Process

1. **Quick Apply:** Click Apply Now and answer short screening questions.
2. **Typing & Accuracy Check:** Lightweight test to confirm speed and clarity.
3. **Role Preview:** See example chats, quality bar, and schedules.
4. **Offer & Onboarding:** If selected, choose your start date and shift block.

Applicants only need to click the “Apply Now” button to start—no lengthy forms.

## FAQs

### Is prior experience required?

No. This is designed for candidates actively searching for remote jobs no experience. We train you.

**Do I need a degree?**

No degree is required. Clear writing and reliability are more important.

**Are phone calls involved?**

No. This is a non-phone role focused on live chat (and occasional email).

**What equipment do I need?**

A computer, stable high-speed internet, and a quiet workspace.

**Is the schedule flexible?**

Yes. We offer multiple shift windows, including nights and weekends.

**Is training paid?**

Yes. Training time is compensated.

**Why This Role Is Perfect If You're Seeking "Remote Jobs No Experience"**

- Legitimate, structured, and advancement-oriented.
- Focus on written communication over phone calls.
- Clear onboarding, documented processes, and supportive coaching.
- Build a real portfolio of customer impact and quality metrics.
- Multiple industries: e-commerce, SaaS, services, education.

**APPLY NOW****Disclosure**

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