



<https://indeedremotejobs.com/job/remote-jobs-no-experience-live-chat-assistant-entry-level-no-degree/>



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

Description

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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

January 27, 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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