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Digital Chat Services Representative –
\$28-\$35/Hour, No Background Check

Description

Job Overview

An innovative eCommerce brand specializing in digital products is expanding its customer service operations and hiring remote support chat agents. If you've been searching for an online job that doesn't require a resume full of credentials or a college degree, this entry-level opportunity provides everything you need to get started—from full onboarding to daily guidance from experienced team leads.

This position involves responding to customer inquiries via live chat—no phone calls, no video meetings, and no in-person interaction. It's a fully digital, asynchronous workflow that fits a wide range of lifestyles and availability. Whether you're a recent high school graduate, a parent returning to the workforce, or simply seeking a flexible side income, this role is built for accessibility and stability.

Primary Functions

Customer Assistance via Text

Handle inbound chat messages from users needing help with product access, billing, order tracking, and technical troubleshooting. You'll be trained on how to provide consistent, brand-aligned responses.

Using Chat Templates and Guidance Tools

You'll have access to a large library of prewritten replies, article links, and internal notes that make responding easy and efficient. Most answers are click-and-send with minor edits.

Routing Complex Inquiries

For issues you can't resolve directly—such as refunds or multi-step tech support—you'll tag and transfer the ticket to the appropriate department with one click.

Recording Notes and Resolution Tags

After each conversation, log the reason for the chat and confirm whether the issue was resolved or escalated. These entries are short, clear, and standardized for easy

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

tracking.

Daily Workflow Snapshot

Your shift begins when you log into our team portal, where your chat dashboard and performance metrics are displayed. You'll receive a steady stream of assigned messages, working on up to 3 chats at once. Throughout your shift, you'll have access to real-time help, feedback from your team lead, and performance support. All training materials and chat tools are embedded in the system. Breaks and time management are flexible within your assigned schedule.

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

Candidate Profile

- No previous job experience necessary
- No educational requirements—open to all levels
- Basic written English skills and ability to follow instructions
- Access to a reliable internet connection and a laptop or desktop computer
- Willingness to learn new systems and ask for help when needed

What You'll Gain

- Starting pay of \$25–\$35 per hour based on shift and availability
- Completely remote structure with work-from-anywhere flexibility
- Part-time and full-time shifts available with optional weekends
- Weekly pay via direct deposit or PayPal
- All communications are chat-based—no voice support required
- Onboarding, orientation, and continuous training paid in full
- Supportive, friendly team culture focused on helping you succeed

Who Thrives in This Role?

New to the Workforce

We welcome applicants who are just starting their career journey. You'll receive everything needed to begin earning confidently and professionally.

Looking for Non-Phone Roles

If you've worked in support jobs before but prefer written interaction, this position eliminates phone stress and puts the focus on clarity and efficiency.

Flexible Schedule Seekers

This role supports various life schedules. Whether you need to work evenings, weekends, or early mornings, our team accommodates global shifts.

Remote Work Enthusiasts

If your ideal job lets you work from anywhere—your home, a coffee shop, or while traveling—this role offers full location independence with no commuting.

Commonly Asked Questions

What if I've never worked online before?

No problem. This role is built for beginners. We provide everything you need and won't require any previous online job history.

Are there promotions or long-term roles?

Yes. After 60–90 days, top performers are offered permanent placement with higher hourly pay and expanded responsibilities.

Is there a dress code?

Not at all. Since this is a written role, no one sees or hears you. You can work in your pajamas if you like—as long as you're focused and available during your shift.

Do I need to purchase any equipment?

No purchases required. You'll just need a stable internet connection and a computer with a browser. No special software or tools needed.

Is this a freelance role?

This is a contract-based job, but it functions like traditional remote employment. We issue weekly payments and manage all customer interactions for you.

How to Join the Team

Fill out the short application form and complete the basic screening test. This includes a typing assessment and short grammar quiz. If successful, you'll receive onboarding materials and a welcome email from your supervisor. We aim to get new hires through training and into live chat within 5–7 business days.

Why This Role is Worth Considering

With no prior experience or degree required, this remote support chat position opens the door to legitimate online income. You'll enjoy flexible hours, real support, and fair compensation—all while working from your own space. Many of our top performers started just like you: looking for their first online opportunity and willing to learn. This is your chance to join them.



Disclosure

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