

APPLY NOW

Online Chat Content Coordinator | \$25-\$35/hr | Flexible Work Schedule

Description

Job Title: Remote Virtual Customer Messaging Assistant

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

Location: Fully Remote – Accepting applicants worldwide

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

Experience Required: None – complete training provided

Education Required: No degree required

About the Company

A global tech company specializing in subscription-based digital products and e-learning platforms is expanding its virtual support team. With a strong emphasis on remote culture and quiet, focused workflows, they are hiring for **virtual customer messaging jobs remote**—offering 100% non-phone roles that allow individuals to support customers from anywhere in the world.

Position Overview

As a **virtual customer messaging assistant**, you'll support users via chat and email using scripted replies and structured workflows. Whether customers need help logging in, updating their subscriptions, or understanding how to apply a discount, you'll guide them step by step using professional, templated responses—no live calls, no meetings.

What You'll Do

- Respond to support requests through online chat and email platforms
- Help customers troubleshoot access issues, billing problems, and general account concerns
- Use prewritten responses and support templates to maintain clarity and consistency
- Escalate technical issues or refund disputes to the appropriate internal team
- Keep accurate records of each interaction with correct tagging
- Maintain a calm, professional tone in all written conversations

Why This Role is Right for You

- Messaging-only—zero phone or video communication
- Weekly pay with flexible hours
- Ideal for beginners—no experience required
- Work from home or anywhere with internet
- Choose your shifts and build your own schedule

Required Tools & Skills

- Laptop or desktop computer with Chrome
- Stable internet connection (10 Mbps minimum)

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

- Typing speed of 45 WPM or higher
- Fluent written English
- Ability to follow templates, systems, and direction independently

Compensation & Schedule Details

Starting rate: \$25/hour

Eligible for \$30-\$35/hour after 30 positively rated shifts

Shifts available 7 days a week. Select shift blocks based on your availability—minimum of 15 hours per week required.

Training & Onboarding

- 2-hour self-paced onboarding module
- Guided simulations to practice customer messaging
- First live shift monitored for QA support
- Begin paid shifts within 3-5 days of onboarding completion

Sample Shift Flow

On a Monday 6 PM-10 PM shift, you help one customer reset their password, assist another in applying a promo code, and respond to a refund inquiry—all using internal chat scripts. There are no phone calls, and you can focus fully on written customer service.

What Team Members Say

"This job let me build a career while working in silence—no phone stress, no meetings." - Anya C., Dublin, IE

"I wanted something that felt structured but still flexible. This nailed it. I work nights and love it." - Luis H., Dallas, TX

FAQs

Is there any phone communication involved?

No. This is a 100% chat and email-based position.

Do I need prior customer service experience?

Not at all. Training is included and the system is designed for beginners.

Can I work evenings or weekends only?

Yes. Shift blocks are flexible and built around your availability.

Apply Now – Real Messaging Support, No Phones, Total Flexibility

Click the Apply Now button to apply for one of the top-rated **virtual customer messaging jobs remote**. Get trained fast, work your preferred schedule, and support real users—all without picking up a phone.



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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