

APPLY NOW

Virtual Chat Research Specialist | \$25-\$35/hr | No Background Needed

Description

Job Title: Remote Chat & Email Support Representative

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

Location: Fully Remote – Accepting global applicants

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 remote-first technology company offering digital products, self-paced learning tools, and subscription services is expanding its customer success team. With a no-phone policy and a user base spanning several time zones, the company is hiring for **work from home chat and email support jobs** to deliver professional, structured service without the noise of phone calls or meetings.

Position Overview

As a remote support agent, you'll help customers resolve issues like subscription renewals, login recovery, account setup, and payment changes using templated email and chat communication. You'll never be expected to make or receive a phone call, and full training is provided.

Your Role Includes

- Handling support tickets via live chat and email inboxes
- Answering questions related to billing, login issues, and account navigation
- Following pre-approved scripts and templates to ensure consistent support
- Tagging and documenting tickets clearly and accurately
- Escalating complex cases to technical teams
- Maintaining a clear, supportive tone across all written communication

Why This Job Is Great

- Absolutely no phone calls—just chat and email
- Get paid weekly via direct deposit
- Set your own schedule, including weekends or nights
- No experience or degree needed
- Fully remote, with the ability to work from anywhere

What You'll Need

- Laptop or desktop with Chrome browser
- Internet connection of 10 Mbps or faster
- Typing speed of 45 WPM or more
- Strong written English
- Focus and independence during solo work

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

Compensation & Shift Details

Starting at \$25/hour

Raise eligibility up to \$35/hour after 30 well-reviewed shifts

Flexible scheduling with self-selected shift blocks: mornings, evenings, overnight, and weekends. 15-hour weekly minimum.

Training & Onboarding Timeline

- 2-hour onboarding walkthrough
- Hands-on simulations with email/chat practice
- First shift includes quality assurance monitoring
- Paid shifts begin 3-5 days after onboarding

Sample Shift Flow

You log in at 4 PM on a Wednesday for a 6-hour shift. A user needs help applying a discount code—you send a templated email. Another user has trouble logging in—you walk them through the reset via chat. All issues are resolved in writing, without ever needing to speak to a customer.

What Team Members Say

"Quiet, focused, predictable—exactly what I wanted from a remote job." –*Kennedy R., Atlanta, GA*

"Super beginner-friendly. No phone stress, just written support and real flexibility." –*Jared T., Auckland, NZ*

FAQs

Do I need support experience or a degree?

No. Full onboarding is provided, and the role is beginner-friendly.

Is this 100% chat and email?

Yes. You will not be required to make or answer phone calls.

Can I work around school or another job?

Yes. You can select shift blocks that work around your personal schedule.

Apply Now – Calm, Remote Support with Weekly Pay

Click the Apply Now button to apply for one of the best **work from home chat and email support jobs**. Get trained quickly, choose your schedule, and support real users—all without ever picking up a phone.



Disclosure

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Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

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