

APPLY NOW

Chat Support Remote Jobs – Customer Service Work From Home – No Experience Required

Description

Employer: Professional Support Solutions LLC

Position: Chat Support Remote Jobs – Customer Support Specialist

Classification: Independent Contractor

Pay Rate: \$25-35 per hour

Hours: Flexible, 5-40 hours per week

Location: Customer Service Work From Home (US Remote)

Position Overview

Professional Support Solutions LLC seeks dedicated individuals for chat support remote jobs providing customer assistance through digital communication channels. This customer service work from home opportunity offers competitive hourly compensation and flexible scheduling for qualified candidates seeking remote employment in the customer service industry.

Successful candidates will manage live customer conversations via website chat systems and social media platforms, delivering professional support that resolves customer inquiries efficiently while maintaining high satisfaction standards. Previous customer service experience is helpful but not required as full training is provided.

Key Responsibilities

Customer Interaction Management

- Handle incoming customer inquiries through live chat platforms during assigned shifts
- Provide product information, troubleshooting assistance, and order support to customers
- Resolve customer concerns using established procedures and available resources
- Maintain professional, helpful communication tone in all customer interactions
- Document customer contacts accurately in company tracking systems

Multi-Platform Support

- Monitor and respond to customers across website chat, Facebook, Instagram, and Twitter
- Manage multiple simultaneous conversations while maintaining service quality

Hiring organization

Remote Job Forum – Work From Home Jobs No Experience No Degree Required

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

- Route complex technical issues to appropriate specialists when necessary
- Update customer accounts and order information as needed
- Follow up on customer issues to ensure complete resolution

Administrative Functions

- Meet daily and weekly productivity targets for customer interactions
- Complete required training modules and certification programs
- Participate in team meetings and performance review sessions
- Maintain up-to-date knowledge of products, services, and company policies
- Submit regular reports on customer feedback and service trends

Base Salary

\$ 25 - \$ 35

Date posted

July 30, 2025

Valid through

01.01.2029

Minimum Requirements

Education: High school diploma or equivalent

Experience: No previous customer service experience required

Location: Must be located in the United States with reliable internet access

Technical Requirements:

- Computer with current operating system (Windows 10+ or macOS 10.14+)
- High-speed internet connection (minimum 20 Mbps download speed)
- Quiet workspace suitable for professional customer interactions
- Headset or quality speakers/microphone for training sessions
- Basic proficiency with web browsers and common software applications

Skills and Abilities:

- Strong written English communication skills
- Typing speed of at least 30 words per minute
- Ability to multitask and manage time effectively
- Problem-solving skills and attention to detail
- Professional attitude and customer service orientation
- Availability to work flexible hours including some evenings and weekends

Preferred Qualifications

- Previous customer service, retail, or hospitality experience
- Familiarity with social media platforms for business use
- Basic technical troubleshooting abilities
- Bilingual (English/Spanish) communication skills
- Associate degree or vocational training in related field

Compensation Package

Hourly Rate: \$25.00 – \$35.00 per hour based on experience and performance

Payment: Bi-weekly via direct deposit

Performance Bonuses: Additional \$2-8 per hour for exceeding quality metrics

Completion Bonuses: \$100-600 for finishing training and certification programs

Referral Program: \$200-800 bonus for successful candidate referrals

Training and Development

Initial Training: 35-55 hours of comprehensive remote training covering:

- Customer service best practices and communication techniques

- Platform navigation and technical system usage
- Product knowledge and company policy procedures
- Quality standards and performance expectations

Ongoing Education:

- Monthly skills development workshops
- Advanced certification opportunities
- Career advancement training programs
- Mentorship with experienced team members

Work Schedule and Expectations

Schedule Flexibility: Choose your own hours within our operating schedule (5 AM – 1 AM EST)

Minimum Commitment: 5 hours per week

Maximum Hours: 40 hours per week

Peak Hours: Higher pay rates available for evening and weekend shifts

Holiday Work: Optional with premium compensation

Performance Standards:

- Customer satisfaction scores of 90% or higher
- Response times averaging under 45 seconds
- Quality assurance scores of 85% or better
- Consistent availability during scheduled hours
- Professional communication in all interactions

Benefits and Perks

- Completely remote work environment
- Flexible scheduling to fit your lifestyle
- No commuting costs or office dress code requirements
- Opportunity for rapid advancement based on performance
- Supportive team environment with regular feedback
- Professional development and career growth opportunities

Application Instructions

To Apply:

1. Submit completed online application at [company careers page]
2. Include current resume highlighting relevant experience
3. Write brief cover letter explaining interest in remote customer service
4. Provide three professional or personal references

Application Review Process:

- Applications reviewed within 2-3 business days
- Qualified candidates contacted for phone screening
- Skills assessment and interview scheduled within one week
- Background check and reference verification
- Job offer and training start date confirmation

Required Information:

- Full legal name and current address
- Phone number and email address for contact
- Work authorization status in the United States
- Availability for training and work schedules
- Technical setup confirmation (computer, internet, workspace)

Advancement Opportunities

Career Progression Paths:

- Senior Customer Support Specialist (\$30-35/hour)
- Quality Assurance Representative (\$32-40/hour)
- Team Coordinator (\$35-45/hour)
- Training Specialist (\$40-50/hour)
- Customer Service Manager (\$45-65/hour)

Timeline for Advancement:

- Performance reviews every 90 days during first year
- Promotion eligibility typically after 6-12 months
- Advanced positions based on merit and performance
- Leadership training available for high performers

Company Culture and Values

Professional Support Solutions LLC maintains a collaborative, results-oriented culture that values:

- Customer-first service philosophy
- Professional excellence and continuous improvement
- Work-life balance and employee well-being
- Diversity, inclusion, and equal opportunity
- Innovation and creative problem-solving

Working Conditions

Physical Requirements:

- Ability to sit at computer for extended periods
- Visual acuity for reading computer screens
- Manual dexterity for typing and computer navigation
- Clear verbal communication for training and team meetings

Work Environment:

- Home-based office or designated workspace
- Professional atmosphere required during customer interactions
- Minimal background noise and distractions
- Reliable technology setup and internet connectivity

Equal Opportunity Employment

Professional Support Solutions LLC is committed to equal employment opportunity and does not discriminate based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status, or any other protected characteristic under applicable law.

We encourage applications from all qualified individuals and provide reasonable accommodations for disabilities during the application process and employment.

Frequently Asked Questions

Q: Is this a legitimate work-from-home opportunity?

A: Yes, this is a genuine remote position with established business clients requiring professional customer support services.

Q: What equipment do I need to provide?

A: You need a computer with internet access and a quiet workspace. All software and training materials are provided by the company.

Q: How quickly can I start working?

A: Qualified candidates typically begin training within 1-2 weeks of job acceptance, with active work starting immediately after training completion.

Q: Are there opportunities for full-time income?

A: Yes, team members working 30-40 hours per week can earn \$3,000-5,600 monthly depending on hourly rate and performance bonuses.

Q: What support is available for new team members?

A: Comprehensive training, dedicated mentors, regular coaching, and ongoing professional development ensure your success.

Contact Information

Hiring Department

Professional Support Solutions LLC

Email: hiring@professionalsupport.com

Phone: 1-800-555-0199

Website: www.professionalsupportsolutions.com

Mailing Address:

Professional Support Solutions LLC

Attn: Human Resources

456 Corporate Center Boulevard

Business City, ST 54321

Application Status: Currently Accepting Applications

Position Type: Independent Contractor

Industry: Customer Service/Business Process Outsourcing

Posted: [Current Date]

Application Deadline: Open Until Filled

Job Reference Number: PSS-CS-2024-047**

Professional Support Solutions LLC reserves the right to modify job requirements and responsibilities based on business needs. This job description does not constitute an employment contract and may be changed at the company's discretion.

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