APPLY NOW

Customer Messaging Agent – Remote Support Role with Flexible Hours

Description

Position Overview

We're actively seeking individuals to fill the role of Customer Messaging Agent for a growing digital services firm specializing in online education tools. In this fully remote position, you'll manage real-time chat interactions with customers, providing timely support using a structured response system. There's no need for a degree, call center background, or previous work experience—comprehensive training is provided for all new hires.

This is a non-phone position ideal for individuals seeking flexible remote work in a professional environment. All communication is done via chat, and each response is supported with prewritten scripts, templates, and customer service tools that make the role suitable even for first-time job seekers.

What You'll Do Daily

Monitor Incoming Messages

As new messages enter the queue, you'll be automatically assigned to live customer chats. Each chat will relate to basic questions about service subscriptions, product availability, or user accounts. You'll respond to each message in writing through the platform's built-in chat module.

Deliver Accurate Responses Using Templates

You'll use an extensive library of customer service templates to deliver answers with clarity and speed. These templates are designed to save time and ensure accuracy. For example, questions about logins, account access, or product functionality can all be answered using standard replies that you'll be trained to recognize and apply.

Route Complex Cases to the Proper Channel

If a customer requires technical support, billing help, or a case resolution outside your access level, you'll transfer the conversation using internal flags. You'll never be required to troubleshoot beyond your assigned scope.

Update Interaction Logs

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

At the end of each chat, you'll tag it appropriately for internal reporting (e.g., "FAQ Help" or "Login Reset") and log any necessary follow-up notes. This process ensures that customers receive continuity if they return later for additional help.

Your Work Environment

This position is fully remote and provides you with the flexibility to choose your own shifts. Once onboarded, you'll use an internal scheduling tool to pick the hours and days that work best for you. Whether you prefer early mornings, evenings, or weekends, there are open time slots to accommodate your availability.

Support is provided throughout each shift via a supervisor chat channel where you can ask questions or request assistance in real time. You'll also receive regular feedback and performance tracking via a personalized dashboard.

Who Can Apply?

- Applicants from all countries are welcome
- No previous work or customer service experience required
- No college degree needed
- Must be fluent in written English with strong grammar
- Must be capable of typing at least 35 words per minute
- Basic familiarity with desktop browsers and web-based tools is helpful

Technical Requirements

- A personal computer (Windows or macOS) is required
- Internet connection speed of 10 Mbps or higher
- Up-to-date browser (Chrome or Firefox preferred)
- No third-party apps or plug-ins needed

Compensation and Benefits

- Pay range: $25 to $35 per hour, depending on shift type
- Weekly pay via direct deposit or secure online processor
- Bonus structure available for quality and speed performance
- 100% remote – work from anywhere with internet access
- Referral bonuses for successful applicant referrals

Training and Onboarding

All new hires begin with a structured onboarding program. Training is conducted asynchronously via a dedicated portal where you'll learn how to use the customer service platform, apply templates, handle multiple chats, and escalate cases as needed. There are no live webinars or phone-based sessions. Most applicants complete training within 3 business days.

Upon completion, you'll be invited to book your first available shift. Training time is unpaid, but live work starts immediately after and is compensated at the standard hourly rate.

Why This Job Might Be the Right Fit

- You prefer a written, non-verbal communication environment
- You want flexibility in when and where you work

Base Salary
$ 25 - $ 35

Date posted
July 30, 2025

Valid through
01.01.2029

- You're new to remote jobs and want something beginner-friendly
- You're organized, calm under pressure, and like helping others
- You want to earn up to $35/hour without needing credentials or prior work experience

Common Questions

Can I really work from anywhere?

Yes. As long as you have a quiet space, stable internet, and a working computer, you can log in from anywhere in the world.

Are phone calls or meetings required?

No. This job is 100% text-based. You will not be expected to speak with customers or attend video calls.

How are shifts assigned?

You'll select your preferred working hours using a scheduling tool. Shifts are available around the clock and open on a first-come, first-served basis each week.

How do performance bonuses work?

Bonuses are based on a combination of customer satisfaction scores, average response time, and chat volume. Agents who consistently hit top performance metrics receive additional earnings each month.

What happens after I apply?

Once you express interest, you'll be guided to complete a quick assessment of your typing speed and basic comprehension. If accepted, you'll begin training immediately via the self-guided onboarding portal.

Apply Now to Get Started

This Chat Support role offers an excellent entry point into remote work, with flexibility, solid pay, and no degree or experience required. If you're detail-oriented, responsive, and ready to earn from home, we encourage you to take the first step today.

Disclosure

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