

APPLY NOW

Live Chat Support Specialist – Remote Work for Beginners

Description

About the Opportunity

If you've ever wanted to work from home and get paid to help customers through online chat—without making a single phone call—this entry-level Live Chat Support position may be the right fit. Our client, a consumer-focused digital brand in the lifestyle products sector, is actively hiring new support agents to manage chat-based customer service inquiries. This role is entirely remote and doesn't require a college degree or previous professional experience.

You'll be trained on how to use a chat system that includes scripts, message templates, and escalation options. This means you won't be guessing what to say, even if you're completely new to support work. As long as you're comfortable typing responses, following written instructions, and managing customer conversations politely and efficiently, you're qualified to apply.

Key Functions of the Role

Respond to Customer Questions via Chat

Your main task will be helping customers who have questions about their orders, product availability, or account access. You'll use a chat dashboard to manage real-time conversations and provide prompt support using written communication only.

Follow Provided Chat Scripts

You'll be given access to a bank of replies and templates that have been reviewed and approved. Most customer questions already have a standard response. Your job is to select and personalize the right reply for each conversation.

Escalate When Appropriate

When you encounter questions that fall outside your access level—such as billing issues or policy disputes—you'll flag and forward the chat to a senior team member. You're not responsible for resolving every issue.

Log Chat Summaries

Each conversation ends with a brief log entry and tag (e.g., "Order Update" or

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

“Shipping Delay”) to help internal teams monitor quality and resolution trends. This part is simple and taught during onboarding.

What the Typical Workday Looks Like

This position is designed to be self-directed and flexible. You'll work in scheduled shifts that you choose ahead of time using a web-based calendar. Your day will consist of logging in, helping customers through written chats, tagging the conversation when it's done, and repeating as new chats come in.

Most agents handle between 2–4 customer chats simultaneously, depending on the pace. You'll get real-time support from team leads if you run into anything confusing. You're never left alone to figure it out.

Base Salary

\$ 25 - \$ 35

Date posted

July 21, 2025

Valid through

01.01.2029

Who We're Looking For

- No experience in customer service is needed
- No college education is required
- Must have strong written English and grammar skills
- Must be comfortable typing and navigating a web interface
- Must have consistent access to a reliable internet connection

Tools & Tech Requirements

- Windows or Mac desktop or laptop (no tablets or phones)
- High-speed internet (10 Mbps download or higher recommended)
- Updated Chrome or Firefox browser
- No special apps or software—everything runs in-browser

What You'll Earn

- Starting pay: \$25–\$30 per hour based on shift availability
- Paid weekly via online payment service or direct deposit
- Opportunities to earn bonuses based on quality and speed
- Referral bonuses for recommending new hires

Training Provided

Every new hire will complete a short online training course that covers:

- How to use the chat interface
- How to manage multiple conversations
- How to use templates and response tools
- How to handle common questions and escalate issues

The training is self-paced and typically takes 3–4 days. You'll be paid for training hours once you begin live work.

Why People Apply

- There's no experience needed—this is truly beginner-friendly
- Schedules are flexible—you choose your shifts in advance
- You don't need to speak on the phone—everything is typed
- It's a professional opportunity that doesn't require a resume
- Support is available every step of the way

FAQs

Can I apply if I've never worked online before?

Yes. Many current team members started this job as their first remote position. You'll receive full training and written instructions for every task.

Do I need to be in the U.S. to apply?

No. This job is open internationally, as long as you can read and write in fluent English and meet the internet requirements.

Are there set hours?

You'll be given access to a shift calendar where you can pick your own hours. Some shifts are more in-demand than others, but you'll always have flexibility.

What kind of support will I get on the job?

You'll have access to a support channel where team leads and other agents are available to answer questions, help with difficult chats, and assist with your progress.

Is this a long-term role?

Yes. While it starts as a contract position, high-performing agents are often invited to stay on long term with additional responsibilities and pay increases.

How to Get Started

If you're interested in a job that allows you to work from anywhere, talk to people via chat, and earn consistent weekly pay without needing a resume or degree—this is a great fit. Training is quick, support is strong, and demand is growing. Click below to begin the application process and take your first step into paid remote work.



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