



<https://matrixrecruiters.com/job/chat-and-email-based-remote-support-jobs-100-phone-free-25-35-hr/>

APPLY NOW

Independent Writing Consultants – No Degree Needed, Home-Based, Beginner Positions

Description

Job Title: Remote Chat and Email Support Agent

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

Location: Fully Remote – Open to global candidates

Schedule: Flexible 4–8 hour shift blocks; 15–40 hrs/week

Experience Required: None – training provided

Education Required: No degree needed

Job Summary

Looking for **chat and email based remote support jobs** where you can help customers without ever picking up the phone? This customer-focused subscription platform is growing its support team and hiring agents to handle live chat and email tickets—no calls, no video meetings, no cold outreach.

You'll help users with subscription questions, login problems, account management, and general product navigation. Full training, templated replies, and internal support documents are provided, making it perfect for beginners looking to build real remote work skills.

Your Core Responsibilities

- Respond to live chat and email inquiries in a structured dashboard
- Assist users with billing adjustments, account access, and product questions
- Follow templates and workflows to keep responses accurate and efficient
- Escalate technical issues or billing disputes to senior support as needed
- Track case notes, tag tickets properly, and stay organized
- Maintain a calm, clear, and professional tone in all communications

Why This Role Is a Perfect Fit

- **No phones ever.** Calm, structured work through typing only
- **Real work-from-home structure.** Pick your shifts and work anywhere
- **Weekly pay.** Get paid reliably for real hours worked
- **Beginner-friendly.** Full training provided—no prior experience needed
- **Build career-ready skills.** Customer success and support experience for your future resume

What You'll Need to Start

- Laptop or desktop computer with Chrome browser
- Reliable internet connection (10 Mbps or higher)
- Typing speed of 45+ WPM
- Fluent written English and attention to detail
- Ability to stay focused across multiple open chats or emails

Hiring organization

Indeed Remote Jobs – No Experience Needed

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

Pay & Shift Info

Starting pay: \$25/hour

Eligible for raises to \$30-\$35/hour after 30 successful shifts and strong performance

Schedule yourself each week using the internal platform. Morning, evening, weekend, and overnight blocks available. Minimum: 15 hours/week.

Training Timeline

- 2 hours of self-paced onboarding videos
- Practice simulations for common support issues
- One monitored live shift for feedback
- Begin paid shifts within 3-5 days after onboarding

Sample Work Session

You log in for a 4 PM-10 PM shift. You reset a customer's login credentials, help another update their payment method, and answer a third question about a new product feature. Every task is handled with prewritten responses and professional messaging—no calls, no noise, just calm support.

What Agents Say About the Role

"I wanted real remote work without call center chaos. This job is quiet, steady, and gives me full flexibility." – *Chloe P., Toronto, CA*

"Managing chats and emails keeps things interesting but low-stress. I love that I never have to be on camera or on calls." – *David L., Austin, TX*

FAQs

Is any phone work required?

No. All customer communication is chat and email only.

Do I need prior support experience?

No. We fully train new hires to succeed.

Can I work nights and weekends?

Yes. Shifts are available 24/7 to fit your personal schedule.

Apply Now – Calm, Flexible Remote Support Awaits

Click the Apply Now button to apply for one of the best **chat and email based remote support jobs** available. Work from home, set your hours, and get paid for helping real users—all without a headset.



Disclosure

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Base Salary

\$ 25 - \$ 35

Date posted

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Valid through

01.01.2029

that is the extent of it.

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