



<https://matrixrecruiters.com/job/chat-based-customer-support-role-work-remotely-without-experience/>

APPLY NOW

Written Customer Service – No Background Required, Remote Role

Description

Overview of the Opportunity

A globally recognized consumer tech company is expanding its online support channels and is actively seeking remote team members for chat-based customer support. This role is tailored for individuals eager to enter the digital workspace without prior job experience or a formal degree. All communication is done via written chat—there are no phone or video interactions involved.

If you're comfortable typing, eager to learn, and want to get paid to help people online, this flexible remote role offers a rare chance to begin working from anywhere with full onboarding and daily team support.

Your Responsibilities

Text-Only Customer Interaction

Engage with users who need help navigating services, accessing accounts, or completing transactions. You'll provide accurate responses through a web-based chat interface while maintaining a calm and professional tone.

Guided Resolutions with Prewritten Tools

Use our internal resources—response templates, chat shortcuts, and how-to articles—to answer customer questions quickly and clearly. You'll be trained on how to identify the right answers and deliver them efficiently.

Transferring Cases That Need Escalation

If a chat requires intervention from another department, your job will be to pass it along correctly using built-in routing tools. You won't need to troubleshoot technical issues on your own.

Maintaining Quality and Response Speed

Track each conversation using short drop-down logs and ensure you're responding in a timely, helpful manner. Ongoing support and AI suggestions help you stay fast and accurate.

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

What a Typical Shift Looks Like

Shifts begin when you log into the secure dashboard from your computer. From there, you'll be auto-assigned chats that appear in your queue. You'll use response templates to answer common questions and have supervisors available via internal chat to offer guidance. Most support tasks can be completed within a few minutes per user, and your performance data (like average reply time and satisfaction score) is shown in real time. Workflows are designed to prevent overwhelm—no multi-tab juggling or customer overload.

Base Salary
\$ 25 - \$ 35

Date posted
July 11, 2025

Valid through
01.01.2029

Who Should Apply

- Individuals without formal work history or degrees
- People comfortable typing in English at 25+ WPM
- Anyone with steady internet access and a quiet, focused environment
- Applicants seeking either part-time or full-time remote income
- Those looking for flexibility, autonomy, and skill-building

Ideal Traits for Success

Clear Writing Skills

You'll need to express ideas clearly and quickly in written form. A friendly, patient tone helps you stand out.

Self-Directed Workflow

While help is always available, you'll be expected to manage your own queue and prioritize customer satisfaction.

Problem-Solving Attitude

Even when following templates, some messages require a bit of creative thinking or empathy. We look for those who can balance speed and care.

Comfort with Digital Tools

Our systems are intuitive, but familiarity with tabs, dropdowns, and online interfaces is helpful.

What We Provide

- Hourly compensation starting at \$25 and rising based on shift timing and accuracy metrics
- Completely remote structure—work from your location
- Flexible time blocks to suit any schedule, including evenings and weekends
- All chat-based interaction (no calls, no video)
- Structured onboarding process with paid training
- Weekly payout system with performance-based incentives
- Optional long-term contracts for high performers

Quick Q&A

Is a college degree required?

No, we do not require any formal education. We believe in skills and potential over paperwork.

Is training paid?

Yes. Our training program is remote and fully paid. You'll complete practice chats before handling real customers.

Can I work from any country?

This opportunity is open globally, though some time zones may have limited shift availability.

What equipment do I need?

A laptop or desktop, a stable internet connection, and basic typing skills. Headsets or webcams are not needed.

How long before I start earning?

Most new hires complete training and begin paid shifts within five business days of being accepted.

Application Process

Submit your interest through the online form. You'll receive a follow-up email with a short assessment that includes basic grammar, reading comprehension, and typing. Once passed, you'll move directly into onboarding. We aim to get new hires active and earning within one week of initial contact.

What Makes This Role Different

This is not a call center job or a sales position. You won't have to speak on the phone, memorize pitches, or worry about closing deals. Instead, you'll support customers in a low-pressure, written-only environment with clear procedures and excellent support systems. For many team members, this is their first step into the world of remote work—and the beginning of a new lifestyle. If you're ready to try something new, earn steady income, and work with purpose, this might be your ideal fit.



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