



<https://matrixrecruiters.com/job/customer-service-jobs-remote-non-phone-100-messaging-role-25-35-hr/>

APPLY NOW

Customer Service Consultant – No Experience Needed, Remote Work, Text-Focused

Description

Job Title: Remote Customer Service Agent – Non Phone Support

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

Location: Work from Anywhere – Global applicants encouraged

Schedule: Choose your own 4–8 hour shifts, 15–40 hrs/week

Experience Required: None – beginner-friendly

Education Required: No degree required

About the Company

A popular subscription-based home wellness brand is now offering **customer service jobs remote non phone** for applicants who prefer calm, structured work without the stress of calls or video chats. These roles are focused on text-based customer care—through live chat and email—helping everyday users with simple issues like account access, billing questions, and delivery tracking.

If you're looking for consistent income, flexible hours, and zero phone work, this role was designed with you in mind.

Your Core Responsibilities

- Handle customer inquiries through chat and email using a browser-based dashboard
- Resolve order issues, subscription updates, and billing concerns using templates
- Escalate technical issues to Tier 2 teams when needed
- Maintain accurate summaries for each conversation
- Deliver consistent, friendly communication across multiple tickets

Why This Role Is Ideal for Non-Phone Job Seekers

You're looking for **customer service jobs remote non phone** because:

- You prefer quiet, focused work over phone calls
- You want a structured job with real pay, not gig apps
- You need the flexibility to choose your schedule
- You value a job with no surprises, no meetings, and clear expectations

You'll be fully supported with onboarding, response templates, and QA feedback to help you succeed.

What You'll Need to Get Started

- Laptop or desktop computer with Chrome
- Stable internet (10 Mbps minimum)
- Typing speed of 45 WPM or faster
- English fluency and a calm, helpful tone

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

- Strong attention to detail and time management

Pay & Scheduling Details

Starting at \$25/hour

Raise eligibility to \$30-\$35/hour after 30 shifts with positive customer satisfaction and resolution reviews

Shift blocks are self-selected each week. Choose mornings, evenings, overnights, or weekends. Minimum: 15 hours/week.

Training Program

- 2 hours of onboarding video modules
- 3 practice chat/email tickets with guidance
- First shift monitored by QA lead
- Go live in 3-5 business days

Example Shift Breakdown

You work a 5 PM-10 PM shift. You help a user reset their password, update billing for a subscription, and track a package with a delayed delivery. Each issue is solved with calm written messages and logged in the system. You close 22 tickets in 5 hours—all text-based.

What Team Members Say

"I needed a non-phone job that paid hourly and let me work nights. This role checks every box." - *Sasha R., Boston, MA*

"No phones, no sales, no pressure. It's smooth and steady support work anyone can learn." - *Vinay M., Bengaluru, IN*

FAQs

Will I ever be required to make or take calls?

Never. This job is 100% chat and email only.

Do I need support experience?

No. This is beginner-friendly with full training.

Can I work part-time only?

Yes. The role is fully flexible with a 15-hour minimum.

Apply Now – Support People Without Ever Picking Up a Phone

Click the Apply Now button to apply for one of the top-rated **customer service jobs remote non phone** available today. Train fast, get paid weekly, and work in total peace.



Disclosure

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Base Salary

\$ 25 - \$ 35

Date posted

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01.01.2029

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