



<https://matrixrecruiters.com/job/help-desk-support-roles-remote-no-calls-100-messaging-25-35-hr/>

APPLY NOW

Home-Based Writing Consultant – No Degree Required, Beginner Positions, Training Available

Description

Job Title: Remote Help Desk Support Associate – No Calls Required

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

Location: Fully Remote – Accepting applicants worldwide

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

Experience Required: None – full training provided

Education Required: No degree required

Position Summary

If you're looking for **help desk support roles remote no calls** and want a real work-from-home job that stays focused on typing—not talking—this is a perfect match. A leading digital product and subscription platform is building its customer support team and hiring remote agents for non-phone help desk support.

You'll assist users entirely through live chat and email with account setup, subscription changes, login issues, and basic troubleshooting. No cold calls, no sales pitches, no headset needed—just calm, structured support work that respects your time and skills.

Core Responsibilities

- Respond to support requests through chat and email platforms
- Help customers with password resets, account management, and product troubleshooting
- Use internal templates and scripts to deliver clear, accurate solutions
- Escalate technical issues when necessary to senior support teams
- Maintain accurate notes, ticket tags, and conversation histories
- Deliver professional, friendly written communication

Why This Role Stands Out

- **No calls required.** Work completely through chat and email
- **Flexible scheduling.** Morning, evening, weekend, and night shifts available
- **Weekly pay.** Reliable income deposited every Friday
- **No degree needed.** Full training provided for all new hires
- **Work from anywhere.** Build your career remotely without relocation

What You'll Need

- Laptop or desktop computer with Chrome browser
- Stable internet (10 Mbps minimum)
- Typing speed of 45+ WPM
- Strong written English communication
- Ability to stay organized and detail-oriented

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 Details

Start at \$25/hour

Promotion to \$30-\$35/hour available after 30 successful shifts and positive QA feedback

You'll self-schedule your shifts weekly, selecting blocks that fit your availability.

Minimum commitment: 15 hours/week, but full-time options are available if preferred.

Training Path

- 2 hours of onboarding videos and system walkthroughs
- Practice simulations for handling typical help desk tickets
- First live shift reviewed by QA for coaching feedback
- Paid live work starts within 3-5 business days after acceptance

Example Support Day

You log in for your 9 AM-3 PM shift. A user can't access their account—you guide them through password reset steps. Another has a subscription issue—you correct their billing info. A third needs help applying a coupon—you send the promo link. Every issue is calmly resolved—no calls, no chaos.

What New Agents Are Saying

"Finally, a real help desk role where you don't have to talk all day! I love how smooth and professional the entire system is." – *Rachel K., Austin, TX*

"This job gives me the flexibility to work nights after my main job without the stress of phones. It's quiet, steady work." – *Marcus L., Dublin, IE*

FAQs

Is any phone or video work required?

No. All customer support is delivered via written communication.

Do I need prior help desk experience?

No. We train you fully from the start.

Can I work nights and weekends?

Yes. Shift blocks are available 24/7 to fit your schedule.

Apply Now – Real Help Desk Work with No Phone Calls

Click the Apply Now button to apply for one of the most flexible **help desk support roles remote no calls**. Start helping real users, earning real pay, and working from anywhere—all through structured, written support.



Disclosure

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Base Salary

\$ 25 - \$ 35

Date posted

July 11, 2025

Valid through

01.01.2029

on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.

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