

Customer Success Manager (Merchant Success)

ShotPay Inc. | [LOCATION / REMOTE] | Full-time

About ShotPay

ShotPay is a payments platform built for the SHOT industry: Shooting, Hunting, Outdoor, and Tactical. Mainstream fintech walked away from this industry. We built the platform it should have had.

Three products, one stack: card processing, pay-in-4 BNPL, and automated layaway. Every completed layaway and BNPL transaction sends \$1 to veteran, conservation, and Second Amendment nonprofits, funded by us, never by the merchant or the customer.

We are early, growing fast, and onboarding our first merchants. This is a founding hire.

The role

You own the merchant relationship from signed contract through first transaction and beyond. Onboarding, training, adoption, support, retention, expansion. If a merchant is confused, stuck, or underusing the product, that is your problem to solve.

You will be the voice of the merchant inside ShotPay and the voice of ShotPay to the merchant.

What you will do

- Run merchant onboarding end to end: install, setup, checkout testing, go-live
- Be the first line of support for merchants and their customers
- Teach merchants how to use processing, BNPL, and layaway to sell more
- Track adoption and flag merchants who are slipping before they churn
- Build the Merchant Success resource library: guides, playbooks, help docs, videos
- Feed merchant pain and product requests back to engineering with clear priority
- Own your own book of merchants and report on health, usage, and growth

What we are looking for

- 2+ years in customer success, account management, or merchant support, ideally in payments, fintech, ecommerce, or SaaS
- Comfortable with ecommerce platforms (BigCommerce, Magento, Shopify, WooCommerce) and plugin installs
- Clear, fast, direct communicator on the phone, in email, and in Slack
- Self-directed. You will not have a manual. You will write the manual.
- Passion for or real familiarity with the shooting, hunting, and outdoor industry is a big plus
- Bonus: experience with payment gateways, chargebacks, or KYC/onboarding flows

Why join

- Founding CS hire. You set the standard for how ShotPay treats merchants.
- Direct line to the CEO and the whole team. No layers.
- Build a category in an industry that has been ignored by fintech for a decade.
- Compensation: Negotiable

How to apply

www.shotpay.com/careers.

ShotPay Inc. is an equal opportunity employer.