

Retail Manager

Gateway Mission

Gateway Mission serves as a first step toward a new life for homeless men, women and children across West Michigan.

We provide emergency services and long-term discipleship programs that offer help and lasting hope. This Christ-centered care helps our neighbors overcome the root issues of poverty, addiction and homelessness so they can rebuild their lives, from the inside out. Our desire is to help every person who walks through our doors experience a lasting transformation . . . From broken to beautiful. From lost to loved. From hopeless to hopeful.

Gateway Mission is committed to seeing lives transformed through a relationship with Jesus Christ. It takes a team of dedicated men and women who have been called by Christ to accomplish this mission.

Gateway Mission Store

Clothing, shoes, household items, furniture with a purpose. The Gateway Mission store helps build a stronger, healthier community by providing job training and work experience for Mission guests, generates revenue to support the ministry, and offers goods and services at a reduced rate to the community.

Retail Manager

The Retail Manager role oversees the day-to-day business operations of the thrift store with equal focus on ministry and profitability.

The ideal candidate has:

Education & Experience:

- High school graduate required; college preferred
- Minimum 2 – 3 years' experience in related field
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

Skills & Abilities:

- Strong organizational, time management, multitasking and networking skills
- Ability to communicate effectively – written, verbal and electronic communication
- Strong leadership skills to supervise and assign staff to achieve departmental goals, while exhibiting servant leadership.
- Ability to deliver an outstanding customer experience
- Ability to supervise staff and volunteers as needed
- Ability to establish and maintain effective working relationships with community partners, vendors, volunteers, and staff.
- Critical thinking skills.
- Strong computer skills (Microsoft Office 365, Outlook, data entry, point of sale, inventory management)

Physical Requirements:

- Stand, walk, lift, carry regularly; bend, crouch occasionally to perform job functions
- Lift and move objects weighing up to 35 pounds required; up to 75 pounds preferred if working in furniture
- Manipulate, handle, feel, and control items or equipment
- Communicate effectively with guests, volunteers, and staff
- Read, write, and interpret written documents

Personal Characteristics:

Fulfill all aspects of position job description according to the biblical principles and philosophy of ministry as defined by the Gateway Mission Statement of Faith, Principles of Influence/Qualifications for Employment, and Mission/Vision/Values profile.

To Apply:

For a complete job description or to apply with resume/cover letter email HR@hopefoundhere.org For a full list of open positions visit [Careers - Hope Found Here](#). Phone inquiries may be directed to **Deb Vogel** at **616.396.2200**. Accepting resumes **through March 20, 2026**.

To Learn More:

[Gateway Mission - YouTube](#)

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