



## Client Engagement CRM Analyst

### Job Information

**Recruiter**

iWill Capital G.K.

**Hiring Company**

Our client is a luxury retail company

**Job ID**

1477058

**Industry**

Retail

**Company Type**

International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

6 million yen ~ 9 million yen

**Refreshed**

July 30th, 2024 05:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

Lead the management of CRM data and analyze CRM data; develop a strategic plan for acquiring and nurturing clients that can expand the number of clients and top clients for each division.

Analyze and give insight on the CRM analysis and propose a plan to improve weaknesses around the client. Collaborate with divisional stakeholders, legal, IT, and Global PIONEER teams.

The Client Engagement ANALYST is responsible for the following:

- Be an owner of client data management and give logical and strategical insight.

- Propose strategical plan to acquire clients and nurture clients in collaboration with business teams, who may in charge of planning various promotions.
- Create and propose CRM related KPIs for all divisions and measure result.
- Proactively understand CRM related projects and work with IT and businesses to implement and develop client data related services and promotions.
- Ensure that projects are managed in time and within budget

The key stakeholders and working relations will comprise:

- Japan F&B/FSN/WFJ business team
- Japan corporate Social Media Lead, IT, Legal
- Global CRM team

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## Required Skills

The ideal candidate will bring:

- Experience in CRM data management
- Experience in data analysis, being able to work harmoniously with others and negotiate.
- Experience in a system implementing the project

Ideal attributes:

- Good analytical skills and logical thinking
- Listen to the opinions of others and persuade logically.
- Seek objectives and results. Be able to see issues from a big-picture perspective and create the best solutions.
- Positive attitude to new challenges.
- Positive to contribute to an inclusive culture and work in a diverse group.
- English is required to communicate with global headquarters

What we can bring to the right candidate

- Experience as a key luxury market leader
- Expertise in CRM within the luxury market
- A company culture putting people first at every step of the way
- Opportunity to interact directly with the French headquarters to propose and create your own plan to expand the brand's fan

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## Company Description