

## Multinational luxury vehicles brand-CX Manager (Up to 16M)

### Global luxury vehicles brand-CX Manager

#### Job Information

##### Recruiter

Michael Page

##### Job ID

1486848

##### Industry

Automobile and Parts

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

10 million yen ~ 16 million yen

##### Refreshed

July 19th, 2024 12:48

#### General Requirements

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Daily Conversation

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

No permission to work in Japan required

#### Job Description

You will be at the forefront of shaping customer's experiences by creating and implementing dynamic regional CX strategies.

#### Client Details

This company is well-known for manufacturing luxury vehicles, trucks, buses, and construction machinery. Over its long history, it has built a strong reputation for safety and quality.

#### Description

- Lead the development and implementation of regional customer experience (CX) strategies.
- Adapt global initiatives to fit local markets (Japan, Korea, Thailand, Malaysia, India, ...)
- Optimise regional processes for maximum efficiency.
- Use customer feedback to guide strategic decisions.
- Create custom CX training programs.
- Empower front-line staff to deliver exceptional experiences that meet regional needs.

#### Job Offer

- This position will be covering the APAC regions including Japan, Korea, Thailand, Malaysia, India, ...
- You will report directly to APeC Head of Retail
- Very flexible work style and flat culture

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Miku Kohaba at +81 3 6832 8656.

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### Required Skills

- 5-10 years of experience in CX marketing
  - CX (Customer Experience) marketing experience in the retail industry
  - Experience in the automotive industry is not required
  - Business level or Fluent English skills
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### Company Description

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