



## Operations Manager

### Job Information

**Recruiter**

[iWill Capital G.K.](#)

**Hiring Company**

Our client is a luxury retail company

**Job ID**

1486959

**Industry**

Retail

**Company Type**

Small/Medium Company (300 employees or less) - International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

8 million yen ~ 11 million yen

**Refreshed**

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### 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

**Overview**

The Operations Manager will be critical in supporting Creative Studio Director and Digital Project Manager as the operations lead focused on driving best-in-class creative operating model (including digital workflow tools) and processes aligned with Global Artistic Direction in Paris, in order to enhance efficiencies and effectiveness of the department.

The Operations Manager must be an accomplished results driven creative operations leader with relationship management and collaboration skills to ensure the success of Creative Studio.

**Scope**

70% dedicated to digital activities  
30% to others (copy, print, TV)

#### Responsibilities

##### OPERATIONS MANAGEMENT

Responsibilities include developing, implementing, and overseeing creative department workflow strategy and assisting project management in close collaboration with Digital Project Manager and Creative Studio Director.

Spearhead implementations and adoptions of new processes and systems and lead an ongoing evolution of creative operations.

This includes partnership with Global Artistic Direction and appointed external vendors in supporting creative operations as it relates to new technology tools for asset and project management. Once implementation is complete, continue to serve as a guide and explore opportunities for improvement and optimization. Operations Manager in partnership with Digital Project Manager will be responsible for tracking and supporting KPIs.

S/he will add operational efficiency to the creative workflow process by using best practices and tools to streamline and structure the way creative work is produced within Creative Studio.

S/he is also responsible for representing Creative Studio's mission, perspective, goals and deliverables in meetings across multiple cross functional teams, including Marketing, Public Relations, Project Management, Producers, and Production.

Operations Manager will work closely with Creative Studio Director on annual budgets and planning.

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## Required Skills

#### Skills and experience

- 8 – 10 years of experience in digital agency or in-house digital creative or production department.
  - Proven work experience as a operational manager or senior project manager.
  - Excellent understanding of social and digital media platforms in Japan with a focus on mobile.
  - Superb understanding of latest digital/web technologies and project management tools.
  - Full command of relevant software tools.
  - Deep understanding of local market, creative, culture, sensibilities, and nuances.
  - Excellence in upholding brand equity on all mediums.
  - Excellent communication and interpersonal skills along with good verbal, written and visual communication capabilities.
- Good presentation skills.
- Flexible and positive team player who enjoys working in collaborative scenarios across teams, disciplines, and regions.
- Equally effective when working independently.
- Responds to constant change in business environment with agility.
  - Impeccable attention to detail.
  - Highly organized and efficient in managing time, workload, and pressure.
  - Passionate about luxury and fashion brands, and a strong understanding of luxury consumers.
  - Japanese and English skills at a native or business level.
  - Strong work ethics and takes pride in the quality of their work.

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## Company Description