

CRM Manager - Luxury Fashion

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Job Information

Recruiter

Michael Page

Job ID

1497672

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 11 million yen

Refreshed

October 8th, 2024 16:38

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This role's key purpose is to drive the Client Engagement performance in Japan, for both client retention, re-activation and acquisition objectives. This role will act as regional coordinator of resources and key stake holders.

Client Details

A major luxury house that is renowned globally for its legacy and designs. Working at this company may open up many opportunities in the future for career growth.

Description

- Champion clienteling behaviors and ways of working to drive a client centric business.
- Define regional targets for individual stores.
- Work with retail network on strategy and execution of customer plans to reach top client growth objectives.
- Plan and execute in store and out of store local experiences with the goal to retain top clients and increase loyalty with the brand.
- In partnership with Training, define a holistic Client Engagement training plan, looking at on-boarding, ongoing support and ad hoc training.

Job Offer

- Opportunity to use English in an international environment.
- Career growth opportunities.
- Chance to work with one of the biggest names in the industry.
- Summer Fridays are half-day off.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Matthew Li.

Required Skills

- Extensive experience in Client Engagement in the luxury industry (RTW, LG, Jewelry).
 - Experience in hosting clients in a Luxury environment.
 - Strong CRM skills.
 - Native level Japanese and Business level English.
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Company Description

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