

Associate Director - Customer Engagement Manager

Digital Engagement Strategy

Job Information

Recruiter

Michael Page

Hiring Company

Global Pharmaceutical Company

Job ID

1503520

Industry

Pharmaceutical

Job Type

Permanent Full-time

Location

Osaka Prefecture

Salary

15 million yen ~ 18 million yen

Work Hours

Monday - Friday 09:00 - 17:00

Refreshed

November 14th, 2024 18:23

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Drive and enhance digital engagement strategies for a leading pharmaceutical company. Oversee a small team and collaborate cross-functionally to elevate customer experiences through innovative digital solutions

Client Details

- Join a global pharmaceutical leader known for its commitment to innovation and improving patient outcomes. The company is heavily investing in digital transformation, offering a forward-thinking environment and opportunities to shape industry trends. With strong ties to both global teams and local markets, you will have the chance to influence major digital initiatives while growing within an internationally renowned company.

Description

- Lead and manage omnichannel digital strategies across Japan.
- Drive new projects, including enhancing owned digital channels and building digital-only customer engagement models.
- Collaborate with internal teams such as IT, medical, and marketing to ensure seamless integration of digital initiatives.
- Partner with external vendors to develop and implement digital marketing strategies.
- Oversee data collection, analysis, and feedback to refine digital touchpoints and improve customer journeys.
- Share best practices and enhance collaboration between internal departments.
- Develop and execute strategies to optimize customer engagement across multiple digital platforms.

Job Offer

- Competitive salary and benefits.
- Opportunities for professional growth.
- Collaborative and inclusive work environment.
- Cutting-edge technology and innovation projects.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ed Marsden on +813 6832 8981.

Required Skills

- Extensive experience in digital marketing and omnichannel strategies.
 - Strong understanding of customer journeys and user experience.
 - Experience with CRM systems, preferably Veeva.
 - Proven ability to manage projects and collaborate with cross-functional teams.
 - Business-level English and fluency in Japanese are required.
 - MBA or higher degree from an overseas institution is a plus.
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Company Description

Global leader in healthcare and pharmaceuticals with a focus on innovation
Known for groundbreaking treatments and commitment to patient care
Strong emphasis on digital transformation and data-driven solutions
Collaborative, forward-thinking work culture with global and local teams
Opportunities to influence large-scale projects and drive industry change
Invests in employee growth and development through international exposure
Highly respected for its ethical standards and cutting-edge research initiatives