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## Client Engagement Manager - Luxury Fashion

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#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1506823

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

8 million yen ~ 11 million yen

**Refreshed**

November 26th, 2024 16:49

#### 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

To further develop the relationship between our clients and the brand in Japan, define and implement the overall Client Relationship Management strategy (database management & analysis, direct marketing, loyalty program, clients events).

#### Client Details

Our client is one of the landmark European brand in luxury fashion. One of the largest and most renowned fashion brands in the world.

#### Description

- Data management and analysis of data and purchasing records of the clients to understand trends.
- Monitor results on CRM activities available in system by closely communication with Store Managers.
- Share all the best practices on a regional perspective with stores and HQ: events, clienteling, etc.
- Plan & coordinate appropriate & elevated VIC retention initiatives in stores.

#### Job Offer

- Incentive bonus.

- Chance to use English.
- Work for one of the biggest fashion brands.

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

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### Required Skills

- Native level Japanese and Business level English.
  - Experience as CRM Manager in retail, preferably in luxury or fashion.
  - Selling experience in stores is a plus.
  - Retail Operations experience.
  - Excellent communication skills.
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### Company Description

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