


www.michaelpage.co.jp

Client Engagement Manager - Luxury Fashion

Luxury Client Engagement Manager

Job Information

Recruiter
[Michael Page](#)
Job ID

1529048

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 10 million yen

Refreshed

March 25th, 2025 15:57

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

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 biggest names in luxury, under one of the largest luxury conglomerates in the world. They are a beloved fashion brand with many major clients.

Description

- Data management and analysis of personal data and purchasing records of the clients to understand the trends of their spending and to determine CRM action plan by store & customer segment.
- Take initiatives and monitor results on CRM activities available in system by closely communication with Store Managers.
- Be the local contact for CRM topics and be responsible to ensure our CRM activities are in line with the brand strategy and guideline.
- In conjunction with Retail and each of the Store Managers, generate new ideas of CRM actions based on the local needs.

- Plan & coordinate appropriate & elevated VIC retention initiatives in stores.

Job Offer

- Hybrid work environment.
- International work environment.
- Career growth opportunities.
- Chance to move between brands within parent group.

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

Required Skills

- Native level Japanese and Business level English.
 - Experience in CRM in retail, preferably in luxury or fashion.
 - Selling experience in stores is a plus.
 - Retail Operations experience.
-

Company Description

Our client is one of the biggest names in luxury, under one of the largest luxury conglomerates in the world. They are a beloved fashion brand with many major clients.