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## CRM Analyst - Luxury Brand

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#### Job Information

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

1530241

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

5 million yen ~ 7 million yen

**Refreshed**

April 1st, 2025 15:52

#### 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

The Client Analyst will support the Client Engagement team and other functions under the guidance of the Client Engagement Senior Manager.

#### Client Details

Our client is a major name in jewelry, renowned for their legacy within the industry. They are beloved for not only their quality, but their beautiful and unique designs.

#### Description

- Manage ad-hoc analysis requests and develop weekly/monthly reports in order to increase client knowledge at the office and boutiques.
- Analyze databases and translating data insights into predictive purchase behaviour.
- Measure performance results/progress on CRM, Client Experience and Clienttelling programs.
- Provide Clienteling-related KPIs to boutiques and use data driven insights for better client targeting selection in all CRM/Client Experience/Clienttelling activities.
- Manage client database to improve data accuracy and quality.

### Job Offer

- Hybrid work available.
- Flextime available.
- Chance for career growth within larger parent group.
- Opportunity to use English.

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

- Have analytical skills and logical thinking skills to analyze client, sales, and marketing data.
  - Experience in luxury or retail is ideal.
  - Passion in luxury retail.
  - Skills in BI tools and Excel.
  - NATIVE level Japanese and Business level English.
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### Company Description

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