



## CRM Specialist

### 募集職種

#### 人材紹介会社

アイウィルキャピタル合同会社

#### 採用企業名

Our client is a luxury retail company

#### 求人ID

1477064

#### 業種

小売

#### 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

#### 外国人の割合

外国人 半数

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

500万円 ~ 900万円

#### 更新日

2024年06月18日 01:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

流暢

#### 最終学歴

大学卒： 学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### Responsibilities:

- Identifying effective business plans and prioritization amid various initiatives driven by both global and local departments.
- Streamlining existing tasks and selecting new initiatives in an environment that constantly demands growth, with the formation of rational decision-making approaches as needed.
- Driving projects forward while also clarifying the requirements to be achieved through the project, determining and monitoring the variables affected by it.

## Other Accountabilities:

- Overseeing CRM operations for the WFJ (Watch & Fine Jewelry) division, collaborating with other divisions to maximize customer engagement.
  - Leading Clienteling activities, from planning CRM operations focused on stores to implementing various digital tools. Leading regular CRM meetings with in-store personnel.
  - Leading various CRM programs and project activities. Overseeing the operation and enhancement of services like Welcome, Product Care, and Free maintenance, and participating in projects from global and corporate entities.
  - Conducting dispatch activities for DM/eDM/LINE. Carrying out a series of tasks including translation, proposal targeting, database extraction and analysis, and informing stores to maximize their effectiveness for the Japanese market.
  - Managing customer databases. Collaborating with other divisions in Japan (corporate, fashion, cosmetics, IT, etc.) and globally, maintaining data and preparing necessary reports.
  - Budget management for the aforementioned tasks. Collaborating particularly with WFJ department marketing, from planning to implementation and reporting of necessary budgets.
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## スキル・資格

## The ideal candidate will bring:

- Leadership experience in CRM operations, demonstrating excellent abilities in customer data analysis and CRM program supervision.
- Proficiency in smoothly handling a wide range of tasks and communicating effectively with various departments.
- Comprehensive skills in database management, utilizing IT tools, data analysis, and report creation within the CRM domain.
- Work experience in English, especially in close coordination with global entities.
- Experience in leading teams and nurturing team members (desirable).
- Experience in clienteling, luxury industry preferable.

## Ideal attributes:

- Listen to the opinions of others and persuade logically.
  - Seek objectives and results. Be able to see issues from a big-picture perspective and create the best solutions.
  - Positive to contribute to an inclusive culture and work in a diverse group.
  - Build a plan based on figures.
  - English is required: have a call with the global CRM team.
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## 会社説明