

## Omnichannel Customer Engagement Manager

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## 募集職種

## 人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

## 採用企業名

Global Pharmaceutical Company

## 求人ID

1494767

## 業種

医薬品

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

1300万円 ~ 1500万円

## 勤務時間

Monday - Friday 09:00 - 17:00

## 更新日

2024年10月03日 00:00

## 応募必要条件

## キャリアレベル

中途経験者レベル

## 英語レベル

流暢

## 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

- You will lead omnichannel campaign design, execution, and optimization, enhancing the customer experience across digital and offline channels. This role partners with multiple business units to deliver best-in-class customer engagement strategies.

## Client Details

- This is a dynamic, forward-thinking pharmaceutical company focused on customer excellence. Known for a collaborative culture and a commitment to innovation, they prioritize digital transformation and value the development of their employees, offering opportunities to drive industry-leading initiatives.

## Description

- **Develop Strategy:** Collaborate with therapeutic teams to create integrated customer plans (ICPs) aligned with brand goals.
- **Lead Campaigns:** Design and run omnichannel campaigns, coordinating with cross-functional teams.
- **Optimize Content:** Oversee content management and campaign analytics to drive best-in-class execution.
- **Leverage Insights:** Use data to inform decisions, optimizing customer engagement efforts.
- **Enhance Performance:** Measure and report on campaign success, partnering with analytics teams for improvement.
- **Collaborate Cross-functionally:** Work with internal stakeholders and external suppliers to execute and enhance digital strategies.
- **Improve Processes:** Identify and implement omnichannel process improvements with innovative solutions.

#### 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.

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#### スキル・資格

The successful candidate will have extensive experience in digital marketing and multichannel campaign automation, a strong grasp of customer engagement strategies, and hands-on experience with web content and campaign management systems. Fluency in Japanese and English is essential, along with the ability to influence stakeholders and prioritize effectively. Familiarity with Agile or Scrum methodologies is a plus.

Expertise in CRM systems, SQL databases, and BI tools.

- Strong leadership and strategic planning skills.
- Ability to work in a global, collaborative environment.
- Detail-oriented with a focus on data accuracy and quality.

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#### 会社説明

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