

MichaelPage

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Client Engagement Manager - Luxury Fashion

Luxury Client Engagement Manager

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

求人ID

1529048

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

800万円 ~ 1000万円

更新日

2025年03月25日 15:57

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

ビジネス会話レベル

日本語レベル

ネイティブ

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

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.

スキル・資格

- 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.
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会社説明

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