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![Michael Page — www.michaelpage.co.jp]

CRM Specialist - Premium Fashion

CRM Specialist - Luxury Fashion

Job Information

Recruiter
Michael Page

Job ID
1538757

Industry
Retail

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 8 million yen

Refreshed
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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

This position serves as the link between the company and its customers to build and strengthen relationships, which ultimately helps increase sales and land repeat business. They find ways to improve the experience of and better serve customers.

Client Details

Our client is a major name in the fashion industry with a strong network of partners and influencers. They are steadily growing within Japan and globally.

Description

- Planning, implementing, and analyzing the effectiveness of customer outreach.
- Implementing trend analysis, segmentation, and client-telling measures using a CRM platform.
- Supporting VIP and royal customers in working with store staff.
- Designing touchpoints in offline channels such as direct mail and gift measures.

Job Offer

- Hybrid work environment.
- Career growth opportunities.
- International work environment.
- Flextime available.

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

Required Skills

- CRM or Marketing experience in Retail or other B to C industry.
- Deep understanding and ability to use of digital tools (CRM tool, MA tool, Excel, BI tool etc).
- Analysis and planning skills based on customer insight.
- NATIVE level Japanese and Business level English.

Company Description

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