

MichaelPage

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CX Designer (5-7M)

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Job Information

Recruiter

Michael Page

Job ID

1544906

Industry

Other

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

June 17th, 2025 13:50

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As a Customer Experience Designer, you will drive innovative CX strategies and lead projects that balance business objectives with customer needs, collaborating across teams to deliver impactful solutions.

Client Details

This client is a leading player in the wellness and lifestyle sector, renowned for its commitment to quality, innovation, and customer engagement. They foster a collaborative and creative work culture that empowers employees to pioneer exceptional brand experiences in a growing market.

Description

- Embed customer-centric design principles across projects to align with business and customer goals.

- Develop and implement CX design strategies, guiding junior and mid-level designers to ensure high-quality outcomes.
- Lead projects from concept to execution, balancing business objectives and user needs.
- Manage multiple projects simultaneously, ensuring timely and quality delivery.
- Collaborate with cross-disciplinary teams to create integrated, innovative CX solutions.
- Build and nurture strong client relationships, offering expert advice and data-driven recommendations.
- Develop compelling proposals and presentations that meet client goals.
- Stay current on industry trends and best practices to deliver cutting-edge customer experiences.

Job Offer

- Opportunity to shape the customer experience strategy for a prominent wellness/lifestyle brand.
- Collaborative and innovative work environment with strong mentorship culture.
- Exposure to a diverse range of design media and strategic projects.
- Competitive compensation and growth opportunities within a leading market player.
- Work alongside passionate professionals committed to quality and innovation.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Lien Nguyen at +81 3 6832 8657.

Required Skills

- Bachelor's degree in Graphic Design, Business, Marketing, UX Design, or related field.
- Extensive experience in CX design and strategy, including event/showcase design, visual merchandising, print, 3D, and digital media.
- Proven ability to create interactive, customer-focused solutions across industries.
- Commercial styling experience is a plus.
- Proficient with Adobe Creative Suite, Vectorworks, and preferably Cinema 4D.
- Strong ability to articulate and apply design strategies that address both business and customer needs.
- Fluent in Japanese and English, with excellent verbal and written communication skills.

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