

CX Specialist - Global beauty brand

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Job Information

Recruiter

[Michael Page](#)

Job ID

1559565

Industry

Daily Necessities, Cosmetics

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Refreshed

September 25th, 2025 17:21

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

Drive customer engagement and brand desirability through innovative CX initiatives across both online and offline touchpoints.

Lead customer experience projects, leveraging data insights and the latest technologies to elevate brand presence and business performance.

Client Details

Our client is a leading global luxury beauty group with a strong heritage of innovation and prestige. Known for empowering employees with creativity and ownership, the company offers a dynamic and international environment where you will collaborate with passionate professionals and drive customer-centric strategies that shape the future of beauty.

Description

- Design and deliver customer-centric initiatives across online and offline channels.
- Lead CX-related projects, staying ahead of market trends and competitor benchmarks.
- Plan optimized communications for customer segments, based on data insights.

- Manage CX campaigns and communications such as LINE messaging and eDMs.
- Oversee the official LINE account from strategy through to execution.
- Define KPIs, monitor performance, and analyze results.
- Provide creative direction and quality control for CX assets.
- Collaborate cross-functionally to ensure alignment and project success.

Job Offer

- Opportunity to shape customer experience strategy for a prestigious global brand.
- Collaborative and international working environment.
- Exposure to cutting-edge CX tools, technologies, and campaigns.
- Career growth within the luxury beauty and cosmetics industry.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Nhu Nguyen on +81 3 6832 8943.

Required Skills

Native-level Japanese with business English proficiency (reading/writing).

Strong customer-first mindset with analytical and logical thinking skills.

Hands-on experience managing LINE official accounts.

Proven background in CX within B2C industries.

Solid project management skills, especially in customer engagement.

Experience in event management.

Passion for the cosmetics, beauty, or FMCG industries.

Company Description

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