

MichaelPage

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Clienteling & CRM Manager

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Job Information

Recruiter[Michael Page](#)**Job ID**

1561060

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 10 million yen

Refreshed

October 8th, 2025 16:14

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

The Clienteling & CRM Manager will oversee the development and execution of clienteling and CRM strategies within the fashion industry to enhance customer engagement and loyalty. This permanent role requires a strong understanding of CRM systems and marketing within the Japan market.

Client Details

This opportunity is with a well-established, large organization in the fashion industry, known for its commitment to quality and innovation. The company fosters a results-driven environment and offers employees the chance to work on impactful projects.

Description

- Develop and implement clienteling strategies to build long-term customer relationships.
- Oversee CRM system management, ensuring data accuracy and usability for marketing initiatives.
- Collaborate with the marketing team to create targeted campaigns aligned with business goals.
- Analyze customer behavior and campaign performance to refine strategies.
- Train and support internal teams on CRM tools and clienteling best practices.
- Ensure alignment of CRM activities with overall brand guidelines and objectives.

- Identify opportunities to enhance customer experience within the FMCG industry.
- Report regularly on key clienteling and CRM metrics to senior stakeholders.

Job Offer

- International work environment.
- Career growth available within larger group.
- Hybrid work available.
- Flextime available.

If you are passionate about CRM and clienteling, and ready to make a significant impact, we encourage you to apply for this exciting role.

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

Required Skills

A successful Clienteling & CRM Manager should have:

- Proven experience in CRM management or clienteling within the FMCG industry.
 - Strong knowledge of CRM tools and customer segmentation techniques.
 - Ability to analyze data and translate insights into actionable strategies.
 - Background in marketing or a related field, with a focus on customer engagement.
 - Experience in luxury or retail.
 - Native level Japanese and business level in English
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Company Description

This opportunity is with a well-established, large organization in the fashion industry, known for its commitment to quality and innovation. The company fosters a results-driven environment and offers employees the chance to work on impactful projects.