



CRM Specialist

CRM・SFA・MAのご経験のある方は歓迎です。

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

非公開

Job ID

1570441

Industry

Apparel, Fashion

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Work Hours

09:30 ~ 18:00

Holidays

【有給休暇】初年度 10日 6か月目から 【休日】完全週休二日制 土 日 祝日

Refreshed

January 22nd, 2026 17:00

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2333983】

CONTEXT AND PURPOSE OF THE ROLE:

Support and partially lead the execution of CRM strategies and clienteling activities for the Giorgio Armani Brand. Act as a key point of contact between HQ CRM team regional teams and stores to enhance customer loyalty retention and client data quality. Analyze customer behavior and propose data driven actions to drive sales and elevate the client experience across all channels.

RESPONSIBILITIES:

Customer Knowledge Analytics

Monitor and analyze CRM KPIs (e.g. customer retention frequency segmentation) and present insights to internal stakeholders

Identify trends in customer behavior to support client development strategies

Work closely with stores and regional teams to improve customer data quality and depth

Develop dashboards or reports in collaboration with Data/IT teams

CRM Campaigns Clienteling

Coordinate the execution of local CRM and clienteling campaigns based on HQ strategies

Customize and adapt CRM actions to regional and store specific needs

Liaise with internal departments (e.g. Marketing Retail E commerce) for omni channel initiatives

Track campaign performance and propose improvements based on data

Operational Support

Act as a point of contact for store staff on CRM tools processes and data management

Deliver and support CRM related training for retail teams

Ensure CRM systems are used effectively and data is maintained accurately

Collaborate with IT and CRM HQ on system enhancements and issue resolution

Innovation Initiative

Proactively identify opportunities for improving customer engagement

Contribute ideas for loyalty building cross selling and customer journey improvements

Stay updated on CRM trends and share learnings with the team

Required Skills

REQUIRED EXPERIENCE SKILLS and COMPETENCY :

- Bachelor's or Master's degree in Marketing Business or related field
- 3 - 5 years of CRM or customer experience in a retail or luxury environment
- Strong analytical and organizational skills
- Ability to work cross functionally and support multiple stakeholders
- CRM tools experience (e.g. Salesforce Dynamics or proprietary systems)
- Proficiency in Excel and basic reporting tools; data visualization tools are a plus
- Fluent in English

Company Description

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