



CVM Manager

ゼニア・ジャパン株式会社での募集です。 エリアマネージャー・スーパーバイザーの...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

ゼニア・ジャパン株式会社

Job ID

1576309

Industry

Apparel, Fashion

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7.5 million yen ~ 9 million yen

Work Hours

09:30 ~ 18:00

Holidays

【有給休暇】有給休暇は入社時から付与されます 入社7ヶ月目には最低10日以上 【休日】完全週休二日制 土 日 祝日 年末年始 ...

Refreshed

April 2nd, 2026 00:00

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

【求人No NJB2341564】

MISSION OF THE ROLE

The CVM (Customer Value Management) Specialist / Manager is a field driven role fully dedicated to elevating Clienteling excellence and empowering Style Advisors in Japan. Spending most of their time on the retail floor this person brings Zegna's philosophy of personalization to life through hands on training in store coaching and active participation in outreach and follow up activities. They act as a key connector between HQ APAC and local stores ensuring that every client

interaction reflects Zegna's distinctive sense of care attention to detail and emotional intelligence. This role requires strong empathy resilience and the ability to inspire teams through consistent presence feedback and example.

MAIN RESPONSIBILITIES

Clienteling Excellence

- Lead by example in stores reinforcing daily best practices in clienteling storytelling and after sales follow up.
- Support Style Advisors in mastering personalized outreach through Zegna's CVM and clienteling tools ensuring every message feels authentic and meaningful.
- Promote attention to detail and care in every phase of the client journey · from appointment

Hands On Coaching and Training

- Deliver in store coaching sessions and micro trainings focused on outreach quality tone of voice and follow up discipline.
- Observe role play and give constructive feedback to strengthen Style Advisors' confidence resilience and engagement with guests.
- Localize HQ training materials to fit Japanese market nuances ensuring relevance and emotional resonance.

Field Presence and Team Empowerment

- Spend at least 50% of time on the retail floor across key stores working side by side with Style Advisors.
- Create a positive and trusting environment that encourages ownership curiosity and pride.
- Act as a mentor and sounding board for both new and experienced Style Advisors.

Experience Enhancement

- Identify opportunities to refine service rituals and elevate the client experience through practical pilots or local best practices.
- Encourage teams to capture meaningful client insights and translate them into personalized actions.

Collaboration and Feedback Loop

- Partner closely with HQ and APAC CVM Training teams sharing field insights and proposing improvements while keeping reporting light and actionable.
- Work with Store Managers to align CVM initiatives with business priorities and client engagement goals.

Required Skills

- Deep understanding of luxury clienteling dynamics and emotional intelligence in client relationships.
- Strong presence and communication skills with the ability to coach and motivate Style Advisors.
- Exceptional attention to detail and follow through.
- Resilience and adaptability in fast paced retail environments.
- Native Japanese and fluent English.
- Minimum 5 years in luxury retail ideally with in store training or client experience roles
- Proven success in improving customer engagement and outreach effectiveness
- Experience working cross functionally with HQ teams (light reporting focus)

Company Description

■高級紳士服の製造・卸販売企業