



【1000～1400万円】 Senior Manager CRM Lead

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## Job Information

### Recruiter

JAC Recruitment Co., Ltd.

### Hiring Company

非公開

### Job ID

1587062

### Industry

Pharmaceutical

### Company Type

International Company

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards

### Salary

10 million yen ~ 14 million yen

### Work Hours

09:00 ~ 17:15

### Holidays

詳細は求人ご紹介時にご案内いたします。

### Refreshed

April 16th, 2026 16:40

## 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 NJB2363008】

This is what you will do:

Japan CRM strategy ownership: Own the Japan CRM vision roadmap and operating model aligned to the Rare Disease commercial strategy improving engagement and commercial execution.

Global CRM liaison: Act as the primary Japan point of contact to Global CRM aligning on standards governance releases

and best practices while ensuring local needs are represented.

CRM migration leadership: Lead Japan side planning and execution for the future CRM migration ensuring continuity of business operations data integrity and strong user adoption.

You will be responsible for:

Define and execute Japan CRM roadmap: Translate business priorities into a structured backlog requirements and delivery plan balancing global standards with Japan market needs.

Manage Japan CRM operations: Oversee day to day CRM management (user access/roles issue triage enhancements release readiness) and drive continuous process improvement for Sales and Marketing.

Partner cross functionally: Work with Sales Marketing Commercial Insights Digital/IT and external vendors to design and implement CRM enabled processes that improve productivity and customer experience.

Deliver KPI reporting insights enablement: Design implement and continuously optimize KPI reporting and dashboards; ensure stakeholders have timely accurate performance and activity visibility.

Own customer and activity data processes: Establish end to end processes for data collection management aggregation and quality control across customer activity and performance datasets.

Vendor and data agency management: Lead external partners (data agencies and system vendors) for KPI tracking data acquisition planning integration and reporting delivery ensuring quality cost and timelines.

Enable omnichannel and personalization: Support segmentation and customer engagement design by operationalizing CRM capabilities that enable more personalized compliant field and digital approaches.

Lead CRM migration (Japan scope) : Drive Japan requirements impact assessment data readiness (cleansing/mapping/validation) UAT coordination cutover planning training support and hyper care in close alignment with Global CRM.

Ensure governance and compliance: Maintain strong data integrity and appropriate data handling aligning CRM usage and reporting with relevant policies and regulatory expectations.

## Required Skills

You will need to have:

Pharma CRM experience: 3 - 5+ years of hands on CRM experience within the pharmaceutical industry with strong understanding of Sales and Marketing processes.

Global communication capability: Proven experience working with global stakeholders and operating effectively in a global governance/release environment.

Data driven skills: Strong quantitative mindset with experience defining KPIs interpreting performance data and translating business questions into data/reporting requirements.

Technical fundamentals: Working knowledge of databases and data handling including SQL and advanced Excel; experience implementing or managing BI tools (e.g. Power BI MicroStrategy BusinessObjects) .

Project stakeholder management: Demonstrated ability to lead cross functional initiatives manage priorities and deliver on time with high quality in a matrix environment.

Vendor management: Experience managing external vendors and/or data agencies including scope delivery oversight and issue resolution.

Language: Business level English and Japanese to communicate effectively with Global CRM and Japan commercial stakeholders.

We would prefer for you to have:

CRM migration experience: Prior involvement in a major CRM migration or global template rollout (requirements data migration testing change management adoption) .

Omnichannel enablement: Experience implementing or operating omnichannel promotional processes and field force digital enablement.

Marketing automation exposure: Experience with tools such as Marketo or Account Engagement (Pardot) and integration with CRM.

Customer analytics segmentation: Practical experience in HCP segmentation targeting and customer analytics to support personalized engagement strategies.

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ご紹介時にご案内いたします