

Head of eCommerce

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Leading Jewelry Brand

Job ID
1617186

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
9 million yen ~ 11 million yen

Refreshed
November 27th, 2026 22:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

The Head of eCommerce Japan will lead the brand's digital commerce business across both owned and third-party online channels.
This role is responsible for driving revenue growth, profitability, brand visibility, and customer engagement through .com, marketplaces, wholesale partners, and other digital sales channels.

The position holds full accountability for business performance, digital strategy, commercial execution, and omnichannel excellence in the Japanese market while collaborating closely with local and global stakeholders.

Key Responsibilities:

1. eCommerce Business Leadership
- Own and drive the overall eCommerce strategy and commercial performance for Japan.
- Manage the P&L for .com and third-party online channels.
- Develop and execute annual business plans, budgets, and growth initiatives.
- Identify new opportunities to expand online revenue, market share, and customer acquisition.

2. Digital Sales & Commercial Management
- Drive sales growth through effective assortment planning, pricing, promotional activities, and merchandising strategies.
- Optimize product launches, seasonal campaigns, and online customer journeys.
- Monitor and improve key commercial KPIs including sales, conversion rate, AOV, traffic, and profitability.
- Develop growth strategies for marketplace and wholesale digital partners.

3. Customer Experience & Omnichannel Excellence
- Ensure a seamless and premium customer experience across all digital touchpoints.
- Partner with retail, CRM, marketing, and customer service teams to deliver integrated omnichannel initiatives.
- Identify opportunities to improve customer engagement, retention, and loyalty.
- Champion continuous improvements to the online shopping experience.

4. Digital Marketing & Performance Optimization
- Collaborate with marketing teams to maximize digital traffic, customer acquisition, and ROI.
- Evaluate campaign performance and optimize investments based on data and business objectives.
- Utilize analytics and customer insights to improve conversion, engagement, and retention.
- Drive SEO, paid media, CRM, and digital marketing effectiveness.

5. Stakeholder & Team Management
- Partner with regional and global eCommerce teams to execute strategic projects and align with global objectives.
- Work closely with internal departments including Marketing, IT, Finance, Supply Chain, and Retail.
- Lead, coach, and develop eCommerce team members where applicable.
- Influence and align stakeholders around key business initiatives and priorities.

6. Business Analytics & Reporting
- Establish performance dashboards and reporting frameworks.
- Analyze sales trends, customer behavior, traffic, and conversion data.
- Deliver actionable recommendations to improve business performance.
- Manage forecasting, budgeting, and financial reporting processes.

Employee Benefits:
- Insurance and Pension
- Brand products discounts (50% for all products)
- Buddy Program (Employee Assistance Program)
- Retirement benefit plan: 401K (pension) and 特退共 (DC)

Required Skills

Required Skills & Experience
- 5+ years of experience in eCommerce, digital commerce, or online business management.
- Proven experience managing DTC eCommerce websites and/or third-party digital channels such as marketplaces, wholesale partners, or clearance platforms.
- Demonstrated track record of driving online sales growth, profitability, and achieving commercial targets.
- Strong business acumen with experience managing budgets, forecasts, KPIs, and business performance.
- Solid understanding of digital marketing, CRM, online merchandising, and conversion rate optimization.
- Strong analytical skills with the ability to leverage data and customer insights to drive business decisions.
- Experience using web analytics and reporting tools such as Google Analytics, Adobe Analytics, or equivalent platforms.
- Excellent stakeholder management skills with the ability to collaborate across local, regional, and global teams.
- Native-level Japanese and business-level English communication skills.
- Bachelor's degree or equivalent professional experience.
- Highly results-oriented, customer-centric, and comfortable working in a fast-paced environment.

Preferred Skills & Experience
- Experience leading and developing teams.
- Experience within the luxury, fashion, beauty, retail, or consumer goods sectors.
- Direct experience managing omnichannel commerce initiatives.
- Strong understanding of major Japanese marketplaces and third-party digital platforms.
- P&L ownership experience within an eCommerce business.
- Experience working within a regional or global eCommerce organization.
- Experience leading cross-functional projects involving Marketing, Retail, CRM, IT, and Supply Chain functions.
- Advanced knowledge of customer acquisition, retention, and loyalty strategies.
- Experience with eCommerce platform migrations, digital transformation projects, or website optimization initiatives.
- Strong presentation, influencing, and executive stakeholder management skills.
- Entrepreneurial mindset with the ability to identify and capitalize on growth opportunities.
- Passion for luxury brands and delivering best-in-class digital customer experiences.

Company Description

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国 (また2011 年には香港・韓国にも拠点を新設予定) でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確

にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

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