



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

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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

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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します。

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We provide specialized proactive recruitment support to multinational clients who are setting up new operations or are expanding existing business and seeking further growth in the Japanese market. As the first Japanese recruitment company to set up operations in the UK in 1975, understanding foreign cultures is second nature to us. With our extensive global network and historically leading position as recruitment consultancy to Japanese corporations, we have access to an unrivaled pool of bilingual Japanese and foreign professionals. Our professional consultants are experts in a range of industries and functions and all have extensive multicultural experience. Based on JAC's unique history, culture and market strength, JAC International was founded to provide dedicated support to our multinational corporate clients in Japan.

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