



【800～1200万円】Japan Kiehl's CX Manager (LUXE)

日本ロレアル株式会社での募集です。PRのご経験のある方は歓迎です。

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

日本ロレアル株式会社

Job ID

1617472

Industry

Daily Necessities, Cosmetics

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 12 million yen

Work Hours

09:00 ~ 17:45

Holidays

【有給休暇】入社月により初年度日数異なります 【休日】完全週休二日制 土 日 祝日 GW 夏季休暇 年末年始 入社初年度 ...

Refreshed

October 15th, 2026 17:48

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2365583】

Key Job Accountabilities 主要職務

You will be responsible for enhancing client engagement and increasing brand desirability and achieving ambitious business objectives.

Develop annual Digital LINE strategy by designing seamless and engaging O+O initiatives in alignment with brand's priorities.
Supervise official LINE account from strategic planning to execution.
Manage brand Community Site to implement interactive CX campaigns and communications for nurturing upper tier customers.
Set clear Objectives / KPIs and regularly monitor and analyze the results. Share and utilize findings/data for further action.
Track the EC traffic and sales generated through effective LINE communication.
Lead CX related projects introducing the latest technologies trends and competitor's benchmark.
Budget Management for Digital LINE
Asset Management Creative direction and quality check
VIP customer event support
Cross functional Collaboration Share project plans progress challenges and achievements with relevant stakeholders.

Required Skills

◆ Must Have Aspects 必須項目

Curious about Customer Experiences with logical and analytical approaches.
Strong customer centric mindset and ability to think and act from the customer's perspectives.
Analytical skills with an ability to clearly translate results into actionable insights.
Proven practical experience in CX within a B2C industry.
Strong project management abilities especially focused on enhancing customer experience.
Fluent in both English and Japanese.
Strong passion for the cosmetics and beauty industry.

◆ Preferred Qualification 希望項目

FMCG (not necessarily from cosmetic business) background

Company Description

化粧品・香水・ヘアケア製品等の輸入・製造・販売及びマーケティング事業