



Client Engagement Manager

ジョルジオアルマーニジャパン株式会社での募集です。 CRM・SFA・MAのご経...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

ジョルジオアルマーニジャパン株式会社

Job ID

1617689

Industry

Apparel, Fashion

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Work Hours

09:30 ~ 18:00

Holidays

【有給休暇】・初年度10日6か月目から・試用期間中においても、会社規程に基づき、数日の有給休暇の取得可能【休日】完全週休二...

Refreshed

October 15th, 2026 17:51

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2417588】

MISSION OF THE JOB:

As a member of the Client Engagement team you will be responsible for driving CRM and Clienteling initiatives to strengthen client relationships increase retention and repeat purchase and support business growth through a data driven and personalized approach.

The role combines CRM strategy client analytics clienteling execution campaign and project management collaboration with

retail stores and coordination with the global headquarters in Milan.

MAIN RESPONSIBILITY:

- Develop and implement Client Engagement / CRM initiatives in line with brand and business priorities.
- Monitor CRM performance and key KPIs including recruitment retention repeat purchase reactivation and client development translating insights into clear priorities action plans and recovery initiatives.
- Drive clienteling strategy and execution across the retail network ensuring consistent outreach client development and follow up routines.
- Lead regular CRM and clienteling performance reviews with Retail and Store Managers identifying opportunities at market store and Client Advisor level.
- Define targeting and segmentation strategies for campaigns gifting VIC activities and local activations while coordinating execution to ensure consistency with brand standards local relevance and measurable performance.
- Support Retail teams and Client Advisors in developing personalized client approaches appointments outreach plans and long term relationship building activities.
- Coordinate Client Engagement initiatives local events and special projects monitoring performance and effectiveness.
- Identify and support local partnership opportunities with relevant third parties to enhance client engagement and client acquisition.
- Lead or coordinate CRM and clienteling training and coaching initiatives fostering a strong client centric culture across the retail network.
- Ensure alignment with HQ on CRM guidelines campaigns tools and reporting while supporting the implementation and adoption of CRM and clienteling tools.
- Ensure client data quality governance and compliance with applicable privacy requirements.

Company Description

<高級衣料品など（アルマーニ製品）の輸入・卸売・直売> アパレル、アクセサリ、ジュエリーなどのファッション製品の輸入・小売。【関連ブランド】◆ジョルジオ アルマーニ◆エンポリオ アルマーニ◆アルマーニ エクスチェンジ◆エンポリオアルマーニ ジュニアなど