


# Retail Training Manager

## Job Information

**Recruiter**
JAC International Co., Ltd.

**Hiring Company**
Fast-Growing Global Lifestyle Beauty Brand

**Job ID**
1618907

**Industry**
Other

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
6 million yen ~ 8 million yen

**Refreshed**
November 5th, 2026 01:00

## 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

A company in the beauty industry is hiring for a Retail Training Manager position. This is an exciting opportunity to play a key role in elevating customer experience and retail performance across a growing store network. Working closely with retail teams and headquarters, you will drive capability development, strengthen product knowledge, and ensure consistent brand standards while contributing to the continued growth of a premium lifestyle beauty brand.

Job Description
Conduct regular store visits and deliver coaching to improve retail performance, team capabilities, and key business metrics.
Observe customer interactions and provide actionable feedback to ensure consistent execution of the brand’s customer consultation process.
Monitor customer experience standards across retail locations and implement improvement initiatives based on performance insights.
Analyze mystery shopping results and identify opportunities to enhance service quality and customer engagement.
Facilitate onboarding programs for new retail team members, supporting their integration and development.
Deliver product knowledge training and ensure retail teams can communicate product benefits and brand stories.

Support new product launches by preparing store teams with the necessary knowledge, tools, and training.
Manage e-learning programs and track the ongoing development of retail staff.
Measure training effectiveness through retail KPIs and participant feedback, continuously optimizing training programs.
Partner with retail operations, headquarters functions, and store management teams to ensure alignment on business and training objectives.

Employee Benefits:
Benefits

Comprehensive social insurance coverage.
Transportation allowance.
Product allowance.
Employee discount program.
Opportunity to work closely with international stakeholders.
Exposure to a rapidly growing retail business.
Professional development and career growth opportunities.

## Required Skills

Qualifications

5?10 years of experience in retail training, retail sales, or related functions within luxury, beauty, fashion, or consumer goods industries.
Strong understanding of retail KPIs and performance drivers.
Excellent coaching, mentoring, and feedback skills with a customer-focused approach.
Experience delivering training programs and facilitating employee development initiatives.
Proficiency in Microsoft PowerPoint, Word, and Excel.
High proficiency in English or Korean, both written and spoken, with the ability to conduct meetings and business communications.
Willingness and flexibility to travel domestically for store visits, openings, and coaching activities.
Strong communication and stakeholder management skills.
Hands-on retail sales experience is preferred.
Ability to adapt and thrive in a fast-paced and evolving environment.

## Company Description

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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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