

Senior EC Manager

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Leading Global Luxury Fashion Maison

Job ID
1619596

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

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

As the company continues to accelerate its digital and omnichannel business in Japan, it is seeking an experienced E-Commerce leader to drive online business performance, digital platform development, omnichannel initiatives, and client experience enhancement.

Reporting into the E-Commerce leadership team, this position will be responsible for both strategic and operational management of the e-commerce business, partnering closely with global headquarters, retail, merchandising, CRM, logistics, PR, IT, and agency partners to drive sustainable business growth and deliver best-in-class luxury digital experiences.

Key Responsibilities
1. Business Development & Omnichannel Strategy
- Support and execute Japan digital commerce strategy.
- Partner with Retail, PR, CRM, IT, Supply Chain, Logistics and Merchandising teams.
- Develop omnichannel initiatives that enhance customer experience and drive cross-channel sales.
- Promote and drive adoption of digital services both internally and externally.
- Monitor industry trends and identify digital business opportunities.

- Maximize cross-channel and omnichannel business opportunities.

2. E-Commerce Operations
- Oversee day-to-day site operations and performance.
- Ensure high standards for site presentation, merchandising, customer experience, functionality and content.
- Manage third-party operational vendors and e-commerce partners.
Improve operational efficiency through collaboration with warehouse and logistics partners.
- Present performance analysis and business results to management.

3. Digital Marketing
- Collaborate with headquarters on SEO, Paid Search and Paid Social initiatives.
- Manage external digital agencies and vendors.
- Drive traffic, conversion and digital business growth.
- Optimize digital visibility and online brand desirability.
- Client Experience & Client Development
- Develop premium customer experiences aligned with luxury brand standards.
- Establish customer service objectives and monitor performance.
- Collaborate with clienteling teams to strengthen omnichannel customer journeys.
- Improve customer engagement and digital touchpoints.
- Support client acquisition, retention and loyalty initiatives.

4. Project Management
- Lead local e-commerce projects and system implementations.
- Coordinate stakeholders including vendors, stores, warehouse providers and agencies.
- Manage project rollout, implementation and follow-up activities.
- Ensure successful execution of strategic digital initiatives.

Employee Benefits:
- Social insurance
- Transportation allowance
- Flexible working environment
- Career development opportunities

Required Skills

- University degree or higher.
- Native-level Japanese and business-level English.
- 5+ years of CRM, client development, loyalty marketing, customer analytics, or clienteling experience.
- Strong analytical and data interpretation skills.
- Experience working with customer databases and CRM programs.
- Strong stakeholder management and communication capabilities.
- Luxury retail, fashion, beauty, watches & jewelry, or premium consumer goods experience preferred.
- Ability to work effectively in an international environment.

Company Description

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