



Club Life and Members Relation Manager/Luxury Dining Lounge

★Offering top-tier pay in the industry !

募集職種

採用企業名

サファイアラウンジ株式会社

求人ID

1516746

業種

その他（サービス）

会社の種類

中小企業（従業員300名以下）

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

東京都 23区, 中央区

最寄駅

銀座線、銀座駅

給与

600万円 ~ 1000万円

更新日

2025年11月28日 11:00

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 25%程度)

日本語レベル

ビジネス会話レベル

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

About the Ginza Sapphire Lounge:

A new Luxury Lifestyle Members Club, the “Ginza Sapphire Lounge”, will open in October 2025 in the heart of Ginza, the epicenter of international luxury in Japan.

Key highlights:

- Located at the rooftop of a newly designed building by Jun Aoki, an internationally awarded architect.
- Nearly 500 sqm at the corner of Ginza Avenue and Miyuki Street, facing G6 Luxury Mall.
- Features include: Decoration and facilities with generous investments.
- A Michelin-star Executive Chef.
- Prestigious founding members.
- Partnerships with top luxury brands.

Role Overview:

The Club Life and Members Relation Manager will play a pivotal role in ensuring member satisfaction and maintaining the exclusivity of the lounge.

This role encompasses internal and external relations with the following core responsibilities:

Key Responsibilities:

Member Relations

- **Recruitment and Selection :**
Identify and onboard new members in collaboration with the board, particularly the EVP.
- **Member Satisfaction:**
Conduct regular follow-ups on member activities and satisfaction.
- **Communication:**
Compose and manage membership correspondence, including:
 - Welcome letters.
 - Club announcements.
 - Newsletters and reports.
- **Feedback and Improvement:**
Monitor and evaluate services and benefits based on feedback.
Provide suggestions and solutions to issues and complaints.
- **Membership Data Management:**
Maintain and update the club's CRM database.
Initiate CRM activities.

Event Planning and Management

- **Event Coordination:**
 - Plan, negotiate, and manage events such as:
 - Monthly parties.
 - New Year celebrations.
 - Brand collaboration events.
- **Staffing:**
Supervise and select supporting staff, including concierge and reception teams.
- **Budgeting:**
Manage the PR/communication budget.
Assist in the annual business plan.

External Communications

- **Media Relations:**
Oversee media engagement, including digital, social, and influencer collaborations.
- **Content Management:**
Supervise and update the club's website and social media platforms.
- **Networking:**
Liaise with celebrities, influencers, and external partners.

General Management

- Act as the liaison between the club's governing board and members.
- Stay updated on industry trends and implement best practices.
- Communicate with management and associates to align with membership goals.

Reporting Line:

- Direct Reporting: EVP and Board Members.
- Close collaboration with the F&B Operations General Manager.

Supervised Staff:

- 2 Concierges.
- Coordination of reception staff.

Compensation and Benefits:

- Salary: Up to 10 million JPY (based on experience) with a performance-based bonus.
- Work style: 40 hours per week with a flexible schedule.

- Fringe Benefits: Club membership.
-

スキル・資格

Candidate Profile:

Required Skills and Experience:

- Exceptional communication skills, particularly with High-Net-Worth Individuals (HNWI) and celebrities.
- Background in PR, VIP relations, or luxury hospitality (e.g., luxury hotels, resorts, clubs, or brands).
- International experience is a plus.

Language Requirements:

- Experience in members-only clubs, cabin crew, secretarial work, or similar fields.
- Fluent in Japanese (written and spoken).
- Proficient in English.
- Additional languages are a plus.

Selection Process:

Screening → Casual Meeting → Interviews (2-3 rounds) → Reference Check

Required Documents

Please submit your resume and CV in Japanese when applying.

会社説明