

MichaelPage

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CX Specialist - Global beauty brand

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募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1559565

業種

日用品・化粧品

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 700万円

更新日

2025年09月25日 17:21

応募必要条件

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

日本語レベル

ネイティブ

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

Drive customer engagement and brand desirability through innovative CX initiatives across both online and offline touchpoints.

Lead customer experience projects, leveraging data insights and the latest technologies to elevate brand presence and business performance.

Client Details

Our client is a leading global luxury beauty group with a strong heritage of innovation and prestige. Known for empowering employees with creativity and ownership, the company offers a dynamic and international environment where you will collaborate with passionate professionals and drive customer-centric strategies that shape the future of beauty.

Description

- Design and deliver customer-centric initiatives across online and offline channels.
- Lead CX-related projects, staying ahead of market trends and competitor benchmarks.
- Plan optimized communications for customer segments, based on data insights.

- Manage CX campaigns and communications such as LINE messaging and eDMs.
- Oversee the official LINE account from strategy through to execution.
- Define KPIs, monitor performance, and analyze results.
- Provide creative direction and quality control for CX assets.
- Collaborate cross-functionally to ensure alignment and project success.

Job Offer

- Opportunity to shape customer experience strategy for a prestigious global brand.
- Collaborative and international working environment.
- Exposure to cutting-edge CX tools, technologies, and campaigns.
- Career growth within the luxury beauty and cosmetics industry.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Nhu Nguyen on +81 3 6832 8943.

スキル・資格

Native-level Japanese with business English proficiency (reading/writing).

Strong customer-first mindset with analytical and logical thinking skills.

Hands-on experience managing LINE official accounts.

Proven background in CX within B2C industries.

Solid project management skills, especially in customer engagement.

Experience in event management.

Passion for the cosmetics, beauty, or FMCG industries.

会社説明

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