

MichaelPage

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Clienteling & CRM Manager

Clienteling & CRM Manager
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 1561060
業種 小売
雇用形態 正社員
勤務地 東京都 23区
給与 800万円 ~ 1000万円
更新日 2025年10月08日 16:14
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

The Clienteling & CRM Manager will oversee the development and execution of clienteling and CRM strategies within the fashion industry to enhance customer engagement and loyalty. This permanent role requires a strong understanding of CRM systems and marketing within the Japan market.

Client Details

This opportunity is with a well-established, large organization in the fashion industry, known for its commitment to quality and innovation. The company fosters a results-driven environment and offers employees the chance to work on impactful projects.

Description

- Develop and implement clienteling strategies to build long-term customer relationships.
- Oversee CRM system management, ensuring data accuracy and usability for marketing initiatives.
- Collaborate with the marketing team to create targeted campaigns aligned with business goals.
- Analyze customer behavior and campaign performance to refine strategies.
- Train and support internal teams on CRM tools and clienteling best practices.
- Ensure alignment of CRM activities with overall brand guidelines and objectives.

- Identify opportunities to enhance customer experience within the FMCG industry.
- Report regularly on key clienteling and CRM metrics to senior stakeholders.

Job Offer

- International work environment.
- Career growth available within larger group.
- Hybrid work available.
- Flextime available.

If you are passionate about CRM and clienteling, and ready to make a significant impact, we encourage you to apply for this exciting role.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Matthew Li.

スキル・資格

A successful Clienteling & CRM Manager should have:

- Proven experience in CRM management or clienteling within the FMCG industry.
- Strong knowledge of CRM tools and customer segmentation techniques.
- Ability to analyze data and translate insights into actionable strategies.
- Background in marketing or a related field, with a focus on customer engagement.
- Experience in luxury or retail.
- Native level Japanese and business level in English

会社説明

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