



CRM Specialist

CRM・SFA・MAのご経験のある方は歓迎です。

募集職種

人材紹介会社

株式会社ジェイ エイ シー リクルートメント

採用企業名

非公開

求人ID

1570441

業種

アパレル・ファッショ n

会社の種類

外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 700万円

勤務時間

09:30 ~ 18:00

休日・休暇

【有給休暇】初年度 10日 6か月目から 【休日】完全週休二日制 土 日 祝日

更新日

2026年01月08日 10:00

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

流暢

日本語レベル

ネイティブ

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

【求人No NJB2333983】

CONTEXT AND PURPOSE OF THE ROLE:

Support and partially lead the execution of CRM strategies and clienteling activities for the Giorgio Armani Brand. Act as a key point of contact between HQ CRM team regional teams and stores to enhance customer loyalty retention and client data quality. Analyze customer behavior and propose data driven actions to drive sales and elevate the client experience across all channels.

RESPONSIBILITIES:**Customer Knowledge Analytics**

Monitor and analyze CRM KPIs (e.g. customer retention frequency segmentation) and present insights to internal stakeholders

Identify trends in customer behavior to support client development strategies

Work closely with stores and regional teams to improve customer data quality and depth

Develop dashboards or reports in collaboration with Data/IT teams

CRM Campaigns Clienteling

Coordinate the execution of local CRM and clienteling campaigns based on HQ strategies

Customize and adapt CRM actions to regional and store specific needs

Liaise with internal departments (e.g. Marketing Retail E commerce) for omni channel initiatives

Track campaign performance and propose improvements based on data

Operational Support

Act as a point of contact for store staff on CRM tools processes and data management

Deliver and support CRM related training for retail teams

Ensure CRM systems are used effectively and data is maintained accurately

Collaborate with IT and CRM HQ on system enhancements and issue resolution

Innovation Initiative

Proactively identify opportunities for improving customer engagement

Contribute ideas for loyalty building cross selling and customer journey improvements

Stay updated on CRM trends and share learnings with the team

スキル・資格**REQUIRED EXPERIENCE SKILLS and COMPETENCY :**

- Bachelor's or Master's degree in Marketing Business or related field
- 3 - 5 years of CRM or customer experience in a retail or luxury environment
- Strong analytical and organizational skills
- Ability to work cross functionally and support multiple stakeholders
- CRM tools experience (e.g. Salesforce Dynamics or proprietary systems)
- Proficiency in Excel and basic reporting tools; data visualization tools are a plus
- Fluent in English

会社説明

ご紹介時にご案内いたします