



【1000～1400万円】Senior Manager CRM Lead

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

1587062

業種

医薬品

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

1000万円～1400万円

勤務時間

09:00～17:15

休日・休暇

詳細は求人ご紹介時にご案内いたします。

更新日

2026年06月27日 13:00

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

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

【求人No NJB2363008】

This is what you will do:

Japan CRM strategy ownership: Own the Japan CRM vision roadmap and operating model aligned to the Rare Disease commercial strategy improving engagement and commercial execution.

Global CRM liaison: Act as the primary Japan point of contact to Global CRM aligning on standards governance releases

and best practices while ensuring local needs are represented.

CRM migration leadership: Lead Japan side planning and execution for the future CRM migration ensuring continuity of business operations data integrity and strong user adoption.

You will be responsible for:

Define and execute Japan CRM roadmap: Translate business priorities into a structured backlog requirements and delivery plan balancing global standards with Japan market needs.

Manage Japan CRM operations: Oversee day to day CRM management (user access/roles issue triage enhancements release readiness) and drive continuous process improvement for Sales and Marketing.

Partner cross functionally: Work with Sales Marketing Commercial Insights Digital/IT and external vendors to design and implement CRM enabled processes that improve productivity and customer experience.

Deliver KPI reporting insights enablement: Design implement and continuously optimize KPI reporting and dashboards; ensure stakeholders have timely accurate performance and activity visibility.

Own customer and activity data processes: Establish end to end processes for data collection management aggregation and quality control across customer activity and performance datasets.

Vendor and data agency management: Lead external partners (data agencies and system vendors) for KPI tracking data acquisition planning integration and reporting delivery ensuring quality cost and timelines.

Enable omnichannel and personalization: Support segmentation and customer engagement design by operationalizing CRM capabilities that enable more personalized compliant field and digital approaches.

Lead CRM migration (Japan scope) : Drive Japan requirements impact assessment data readiness (cleansing/mapping/validation) UAT coordination cutover planning training support and hyper care in close alignment with Global CRM.

Ensure governance and compliance: Maintain strong data integrity and appropriate data handling aligning CRM usage and reporting with relevant policies and regulatory expectations.

スキル・資格

You will need to have:

Pharma CRM experience: 3 • 5+ years of hands on CRM experience within the pharmaceutical industry with strong understanding of Sales and Marketing processes.

Global communication capability: Proven experience working with global stakeholders and operating effectively in a global governance/release environment.

Data driven skills: Strong quantitative mindset with experience defining KPIs interpreting performance data and translating business questions into data/reporting requirements.

Technical fundamentals: Working knowledge of databases and data handling including SQL and advanced Excel; experience implementing or managing BI tools (e.g. Power BI MicroStrategy BusinessObjects) .

Project stakeholder management: Demonstrated ability to lead cross functional initiatives manage priorities and deliver on time with high quality in a matrix environment.

Vendor management: Experience managing external vendors and/or data agencies including scope delivery oversight and issue resolution.

Language: Business level English and Japanese to communicate effectively with Global CRM and Japan commercial stakeholders.

We would prefer for you to have:

CRM migration experience: Prior involvement in a major CRM migration or global template rollout (requirements data migration testing change management adoption) .

Omnichannel enablement: Experience implementing or operating omnichannel promotional processes and field force digital enablement.

Marketing automation exposure: Experience with tools such as Marketo or Account Engagement (Pardot) and integration with CRM.

Customer analytics segmentation: Practical experience in HCP segmentation targeting and customer analytics to support personalized engagement strategies.

会社説明

ご紹介時にご案内いたします