

OMNI Senior Manager

募集職種

人材紹介会社
株式会社 JAC International

採用企業名
Global Suitcase and Accessory Brand

求人ID
1618919

業種
その他

雇用形態
正社員

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月05日 01:00

応募必要条件

職務経験
3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

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

The OMNI Sr. Manager is a senior leadership position responsible for driving the brand’s digital business performance, CRM and client lifecycle strategy, and Client Service Center operations, while delivering a seamless and premium omnichannel client experience.

Key Responsibilities

1. E-Commerce Leadership & Performance Management
- Own the local e-commerce strategy, website merchandising, promotional calendar, and overall digital sales performance.
- Drive continuous optimization of web store UX/UI, customer journey, checkout conversion rates, and traffic acquisition.
- Partner with global digital teams to localize product launches, digital campaigns, and brand storytelling for the Japanese market.

2. CRM & Client Lifecycle Strategy
- Lead the local CRM strategy covering client acquisition, retention, and tiering.
- Utilize data analytics and segmentation to develop personalized omnichannel campaigns.

- Partner with retail leadership to develop a unified 360-degree view of clients and strengthen online-to-offline customer journeys.

3. Client Service Center Operations
- Oversee end-to-end Client Service Center operations across phone, email, chat, and digital inquiries.
- Establish and monitor service KPIs including CSAT, First Contact Resolution, and inquiry turnaround times.
- Collaborate with After-Sales Repair, Logistics, and Warehouse teams regarding online returns, warranty inquiries, delivery escalations, and lifelong guarantee requests.
- Manage complex and high-tier client escalations.

4. Team Management & Cross-Functional Alignment
- Lead, mentor, and develop a multidisciplinary team covering e-commerce, CRM, and customer support.
- Serve as a key liaison between the Japan office and global/regional teams including IT, Supply Chain, Digital, and Marketing.
- Support system integrations, inventory visibility, and omnichannel feature rollouts.

The position reports directly to the Managing Director with functional alignment to HQ Digital.
The position has 3 direct reports within a total team of 7.

Employee Benefits:
#NAME?

スキル・資格

- Minimum 8+ years of progressive experience in e-commerce management, CRM, digital marketing, or customer service leadership, preferably within luxury goods, premium retail, or fast-paced consumer brands.
- Proven track record of successfully managing digital P&Ls and leading multidisciplinary teams.
- Strong knowledge of e-commerce platforms, CMS, analytics tools such as Google Analytics, and major CRM infrastructure such as Salesforce.
- Strong commercial acumen with the ability to translate digital data and customer insights into actionable business strategies.
- Experience driving e-commerce performance, including UX/UI optimization, conversion improvement, traffic acquisition, website merchandising, and digital sales.
- Experience developing CRM/client lifecycle strategies covering acquisition, retention, segmentation, personalization, and omnichannel engagement.
- Strong leadership, communication, and stakeholder management capabilities.
- Client-first mindset with a strong commitment to premium/luxury service quality.
- Native or bilingual Japanese.
- Business-level English, written and spoken.
- Ability to collaborate effectively with local, regional, and global stakeholders.

会社説明

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国 (また2011 年には香港・韓国にも拠点を新設予定) でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

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