

Senior EC Manager

募集職種

人材紹介会社
株式会社 JAC International

採用企業名
Leading Global Luxury Fashion Maison

求人ID
1619596

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10月29日 17:14

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

As the company continues to accelerate its digital and omnichannel business in Japan, it is seeking an experienced E-Commerce leader to drive online business performance, digital platform development, omnichannel initiatives, and client experience enhancement.

Reporting into the E-Commerce leadership team, this position will be responsible for both strategic and operational management of the e-commerce business, partnering closely with global headquarters, retail, merchandising, CRM, logistics, PR, IT, and agency partners to drive sustainable business growth and deliver best-in-class luxury digital experiences.

Key Responsibilities
1. Business Development & Omnichannel Strategy
- Support and execute Japan digital commerce strategy.
- Partner with Retail, PR, CRM, IT, Supply Chain, Logistics and Merchandising teams.
- Develop omnichannel initiatives that enhance customer experience and drive cross-channel sales.
- Promote and drive adoption of digital services both internally and externally.
- Monitor industry trends and identify digital business opportunities.

- Maximize cross-channel and omnichannel business opportunities.

2. E-Commerce Operations
- Oversee day-to-day site operations and performance.
- Ensure high standards for site presentation, merchandising, customer experience, functionality and content.
- Manage third-party operational vendors and e-commerce partners.
Improve operational efficiency through collaboration with warehouse and logistics partners.
- Present performance analysis and business results to management.

3. Digital Marketing
- Collaborate with headquarters on SEO, Paid Search and Paid Social initiatives.
- Manage external digital agencies and vendors.
- Drive traffic, conversion and digital business growth.
- Optimize digital visibility and online brand desirability.
- Client Experience & Client Development
- Develop premium customer experiences aligned with luxury brand standards.
- Establish customer service objectives and monitor performance.
- Collaborate with clienteling teams to strengthen omnichannel customer journeys.
- Improve customer engagement and digital touchpoints.
- Support client acquisition, retention and loyalty initiatives.

4. Project Management
- Lead local e-commerce projects and system implementations.
- Coordinate stakeholders including vendors, stores, warehouse providers and agencies.
- Manage project rollout, implementation and follow-up activities.
- Ensure successful execution of strategic digital initiatives.

Employee Benefits:
- Social insurance
- Transportation allowance
- Flexible working environment
- Career development opportunities

スキル・資格

- University degree or higher.
- Native-level Japanese and business-level English.
- 5+ years of CRM, client development, loyalty marketing, customer analytics, or clienteling experience.
- Strong analytical and data interpretation skills.
- Experience working with customer databases and CRM programs.
- Strong stakeholder management and communication capabilities.
- Luxury retail, fashion, beauty, watches & jewelry, or premium consumer goods experience preferred.
- Ability to work effectively in an international environment.

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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