

# United Arab Emirates Jobs Expertini®

## CRM Manager - Arabic Speaker - Abu Dhabi

[Apply Now](#)

Company: Dior

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

## CRM Manager - Arabic Speaker - Abu Dhabi

### Position

#### Job purpose:

The CRM Manager will be responsible for creating, implementing, and analyzing Dior's clienteling programs to support the business. The candidate will be in charge of the department's training and communication with retail boutiques, including hosting business review and training calls. The individual will partner closely with stakeholders from Retail Communications, Training, E-commerce, Merchandising, IT, Events, PR, and the Central CRM teams.

#### Tasks and responsibilities:

##### CLIENT PROGRAMS

Oversee all boutique level clienteling programs and execute strategies outlined by Central CRM including client growth strategies, capture retention initiatives, etc.

Create and lead local clienteling actions to promote best-in-class CRM practices that drive revenue and promote client retention and growth

Oversee e-clienteling programs in partnership with the local call center and e-commerce teams such as: identifying outreach opportunities and gifting strategies, decreasing return rate, increasing repeat shoppers, etc.

Efficiently prioritize execution of projects to meet deadlines and set objectives

Proactively handle the project roadmaps and suggest initiatives to improve the CRM programs

Oversee the ambassadors' program by hosting calls, deck development and managing lesson plans

### **Applications, systems & tools**

Oversee roll-out, adoption and training of internal clienteling applications across all retail teams

Partner cross-functionally to collect needs and best practices and outline prioritizes for app development roadmap

Partner with Central CRM & IT to lead evolution pilot programs and change management for system updates

Partner with local and Central IT team to troubleshoot and investigate technical issues

### **Communication**

Lead the department's communication for the retail teams

Build and maintain strong partnerships with other departments and cross functional partners to facilitate clienteling topics across multiple communication channels

Facilitate CRM actions and communications for retail store openings / closure in partnership with the local Events and Central CRM teams

### **Onboarding & training**

Develop training roadmap, materials and guides for clienteling tools and systems

Partner with Retail Training and Retail Communications to facilitate new hire trainings across all boutiques for retail managers and sellers

Hold regular monthly retail onboarding calls for new hires and ad hoc calls for store openings

Host bi-weekly retail training refreshers to further develop the team's clienteling mindset

### **Skills and competencies:**

Strong project management skills with ability to follow-through and prioritize (able to handle multiple projects simultaneously and meet deadlines)

Proactively coordinate projects and suggest initiatives to improve the CRM programs

Excellent organizational skills with attention to detail

Outstanding communication skills, verbal and written (strong interpersonal skills)

Strong analytical skills

Ability to make autonomous decisions in a timely manner

Ability to demonstrate patience

Ability to work in a fast-paced environment

### **Profile**

-Must be an Arabic Speaker.

-Similar previous experience as CRM Manager in Luxury Retail is a must.

-Experience in managing in-boutique events.

-Experience in training team members on CRM tools and ensuring successful implementation.

Please note that the position is based in our Abu Dhabi Boutique.

[Apply Now](#)

### **Cross References and Citations:**

1. CRM Manager - Arabic Speaker - Abu Dhabi [Searchcanadajobs Jobs United Arab EmiratesSearchcanadajobs](#) ↗

2. CRM Manager - Arabic Speaker - Abu Dhabi [HollywoodjobsJobs United Arab EmiratesHollywoodjobs](#) ↗

3. CRM Manager - Arabic Speaker - Abu Dhabi [ConstructionjobsJobs United Arab EmiratesConstructionjobs](#) ↗

4. CRM Manager - Arabic Speaker - Abu Dhabi [Newzealandjobs Jobs United Arab EmiratesNewzealandjobs](#) ↗

5. CRM Manager - Arabic Speaker - Abu Dhabi [Automobilejobs Jobs United Arab EmiratesAutomobilejobs](#) ↗

6. CRM Manager - Arabic Speaker - Abu Dhabi [SearchaustralianjobsJobs United Arab EmiratesSearchaustralianjobs](#)
7. CRM Manager - Arabic Speaker - Abu Dhabi [Highestpayingjobs Jobs United Arab EmiratesHighestpayingjobs](#)
8. CRM Manager - Arabic Speaker - Abu Dhabi [Hondurasjobs Jobs United Arab EmiratesHondurasjobs](#)
9. CRM Manager - Arabic Speaker - Abu Dhabi [Openairmedia Jobs United Arab EmiratesOpenairmedia](#)
10. CRM Manager - Arabic Speaker - Abu Dhabi [Findfulltimejobs Jobs United Arab EmiratesFindfulltimejobs](#)
11. CRM Manager - Arabic Speaker - Abu Dhabi [ScrumjobsJobs United Arab Emirates Scrumjobs](#)
12. CRM Manager - Arabic Speaker - Abu Dhabi [DhakajobsJobs United Arab Emirates Dhakajobs](#)
13. CRM Manager - Arabic Speaker - Abu Dhabi [Polandjobs Jobs United Arab Emirates Polandjobs](#)
14. CRM Manager - Arabic Speaker - Abu Dhabi [Mumbaijobs Jobs United Arab Emirates Mumbaijobs](#)
15. CRM Manager - Arabic Speaker - Abu Dhabi [Socialnetworkingjobfinder Jobs United Arab Emirates Socialnetworkingjobfinder](#)
16. CRM Manager - Arabic Speaker - Abu Dhabi [Colombiajobs Jobs United Arab EmiratesColombiajobs](#)
17. CRM Manager - Arabic Speaker - Abu Dhabi [MadinahjobsJobs United Arab Emirates Madinahjobs](#)
18. CRM Manager - Arabic Speaker - Abu Dhabi [Productmanagementjobs Jobs United Arab Emirates Productmanagementjobs](#)
19. Crm manager - arabic speaker - abu dhabi [Jobs United arab emirates](#)
20. AMP Version of Crm manager - arabic speaker - abu dhabi [Jobs](#)
21. Crm manager - arabic speaker - abu dhabi [United arab emirates Jobs](#)
22. Crm manager - arabic speaker - abu dhabi [JobsUnited arab emirates](#)
23. Crm manager - arabic speaker - abu dhabi [Job Search](#)
24. Crm manager - arabic speaker - abu dhabi [Search](#)
25. Crm manager - arabic speaker - abu dhabi [Find Jobs](#)

Source: <https://ae.expertini.com/jobs/job/crm-manager-arabic-speaker-abu-dhabi-united-arab-emirates-dior-e5d617ec44/>

Generated on: 2024-04-28 by Expertini.Com