

RIMOWA



CLIENT DEVELOPMENT MANAGER (F/M)

Welcome to RIMOWA, the first German Maison of the LVMH Group. We are a global lifestyle brand with a mission to create the essential tools for a lifetime of travel. For more than 120 years, we've dedicated ourselves to develop unique products where function coexists with luxury, heritage with innovation, and craftsmanship with design.

At RIMOWA we believe that great ambitions demand resilient companions. It's why our tools are created with longevity in mind. Because the most meaningful journeys last more than a trip, they last a lifetime. Please join us to discover your own.

APPLICATION:

We would kindly ask you to send your complete application documents, including your salary expectations and the earliest commencement date as PDF via Email to karriere@rimowa.com

HR department
Jaqueline Khalil

WHAT WE HAVE TO OFFER:

RIMOWA has a unique opportunity for a client development manager to join the team to support on the development and implementation of global strategic programs to embed a client centric mindset within the brand. The manager will primarily be responsible for leading global CRM projects, and delivering the clienteling strategy for retail boutiques in order to grow the business through recruitment of clients, their engagement, and retention. A key partner to senior leaders in influencing change, the client development manager will facilitate cross functional understanding (retail, digital, marketing, product development etc.) of our clients and their purchase behavior through insights that support global business development.

YOUR RESPONSIBILITIES:

- Support on implementing new client data capture tools to build global client database and leverage this
- Extracting insights for the development of personalised, multichannel client campaigns
- Support on implementation of relational database software
- Developing key client development toolkit for store teams & coaching teams on their use
- Developing new clienteling initiatives based on the client lifecycle
- Reporting on trends & KPIs to senior team

PROFILE:

We would like to speak to professionals who possess a Bachelor's degree in conjunction with at least 5 years' experience in client development and consumer insights within an international environment. Furthermore, we seek:

- Experience in developing and implementing clienteling strategy & client-centric mindset
- Creative, curious and entrepreneurial mindset to help develop and drive new initiatives
- Experience in using relational database tables / knowledge of Salesforce
- Experience in producing content such as client newsletters
- Exceptional & effective communication skills, both verbally and in writing
- Comfort in dealing with multiple level stakeholders, coaching of retail teams
- Ability to work independently and within a team
- Previous experience in luxury retail beneficial
- Advanced Excel & PowerPoint
- Additional languages considered a plus
- Passion for retail & travel



RIMOWA GMBH
RICHARD-BYRD-STRASSE 13,
50829 COLOGNE, GERMANY