

Business & Strategic Accounts Manager

Location: Shanghai

Starting date: ASAP

ABOUT THE COMPANY

The company is an international service provider supporting global brands with a range of retail and brand implementation solutions. It works with clients across different markets to turn creative concepts into high-quality physical executions, covering various stages from project development to production and delivery.

Role Overview

They are seeking a high-caliber Business & Strategic Accounts Manager with a strong background in the luxury retail sector to accelerate our expansion across major luxury houses.

In this role, you will leverage your deep industry network, commercial expertise, and background in luxury visual merchandising (VM) to cultivate strategic partnerships. Acting as the primary bridge between iconic luxury clients and our production ecosystem, you will convert retail design concepts into landed manufacturing projects.

RESPONSIBILITIES

- **Strategic Business Development:** Create and execute a strategic global sales plan to expand the company's customer base and extend our market presence across top-tier luxury brands.
- **Portfolio & Client Acquisition:** Identify, hunt, and secure strategic integrated partnerships and new business opportunities with major retail clients.
- **Account Stewardship:** Serve as the strategic account manager for key luxury accounts, acting as the primary point of alignment between client expectations, design requirements, and production deadlines.
- **Technical Consultation:** Screen and evaluate the technical VM and retail design needs of clients to propose compatible, high-feasibility production solutions.
- **Internal Collaboration:** Work closely with in-house design, engineering, and production teams to translate creative briefs into scalable manufacturing assets.
- **Reporting & Forecasting:** Present regular sales, revenue, pipeline metrics, and realistic growth forecasts to the executive management team.

Scope of Role / JD

Role requires a blend of creativity, strategic thinking, and exceptional client management skills.

- Create and execute a strategic sales plan that expands our customer base and extends the company's global reach.

- Develop and maintain strong relationships with clients to understand their needs and objectives.
- Represent the company effectively with comprehensive knowledge of our offerings.
- Screening and evaluation of the technical needs of our customers, in order to propose the most compatible solutions.
- Driving collaboration with internal colleagues, both to identify business opportunities and to provide alignment for customer expectations and deadlines.
- Prepare and present proposals and project updates to clients.
- Collaborate with internal teams to create innovative visual merchandising and packaging solutions.
- Manage the production and implementation of hospitality experiences that align with brand standards.
- Present regular sales, revenue and expenses reports and realistic forecasts to the management team.
- Travel to China/Singapore.

REQUIREMENTS

- **Industry Background:** 5 to 6+ years of experience in Sales, Account Management, or Visual Merchandising (VM) within the luxury retail domain. Previous in-house experience at leading luxury houses is highly preferred.
- **Sector Expertise:** Deep knowledge of Retail Design, fixture manufacturing, window display, and VM production sectors.
- **Network & Reputation:** A proven network of industry contacts, procurement heads, and VM directors within global retail brands.
- **Technical & IT Proficiency:** Technical aptitude to evaluate architectural/VM drawings, alongside strong command of key IT tools (Excel, PowerPoint, project management software).
- **Soft Skills & Leadership:** Good interpersonal, negotiation, and organizational skills, coupled with natural leadership ability and a proactive ownership mindset

APPLICATION

Please send your resume and your motivation letter to: sh-recruitment@ccifc.org