

# Job Title: RBC Client Advisor

## What is the opportunity?

At RBC, we value each person's unique customer service style, and encourage you to bring your best to our clients every day. In this role, you provide financial advice to clients and find solutions that meet their individual needs. You have the power to make our brand work for the people within your local community as you dedicate yourself to putting your clients first. If you have the drive to deliver exceptional customer service, you can build a great career with us here at RBC.

## What will you do?

- Serve clients by delivering exceptional customer service through completing transactions, engaging in needs-based conversations, and communicating with clients throughout the branch
- Identify needs and provide tailored financial advice and solutions to clients, when possible, at the point of first contact
- Contribute to team sales results by listening and spotting opportunities to offer additional advice, introduce clients to the capability of RBC partners, or personally fulfil client solutions
- Understand & resolve client concerns, where possible, at first point of contact
- Educate & assist clients with using RBC digital capabilities
- Manage risks by adhering to compliance routines, processes, and controls to protect client and shareholder interests while completing transactions

## What do you need to succeed?

### Must-have

- Proven customer service skills, preferably in the financial or service industry
- Drive and self-motivation, as well as excellent communication skills and emotional intelligence
- Digital literacy across a broad range of devices (i.e., smartphones, tablets, laptops, etc.)
- Eagerness to learn and determination to succeed
- Able to work a flexible work schedule during Memorial Drive Branch's open hours of business, including Saturdays and late shifts

### Nice-to-have

- Sales experience in the financial or service industry

## What's in it for you?

We thrive on the challenge to be our best, progressive thinking to keep growing, and working together to deliver trusted advice to help our clients thrive and communities prosper. We care about each other, reaching our potential, making a difference to our communities, and achieving success that is mutual.

- A comprehensive Total Rewards Program including bonuses and flexible benefits, competitive compensation, commissions, and stock where applicable
- A world-class training program in financial services

- Excellent career development and access to a variety of job opportunities across business and geographies
- Leaders who support your development through coaching and managing opportunities
- Work in a dynamic, collaborative, progressive, and high-performing team

### **About RBC**

Royal Bank of Canada is Canada's largest bank, and one of the largest banks in the world, based on market capitalization. We are one of North America's leading diversified financial services companies, and provide personal and commercial banking, wealth management, insurance, investor services and capital markets products and services on a global basis. We have over 80,000 full- and part-time employees who serve more than 16 million personal, business, public sector and institutional clients through offices in Canada, the U.S. and 37 other countries. For more information, please visit [rbc.com](http://rbc.com).

### **Join our Talent Community**

Stay in-the-know about great career opportunities at RBC. It's easy! [Join our Talent Community](#) and get the inside scoop on the jobs, career paths, and recruitment events that matter to you.

### **Inclusion and Equal Opportunity Employment**

RBC is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans status, Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations during the application process are available upon request.