Client Advisor

Requisition	R0000103527
Employer	Royal Bank of Canada
Canadian locations	Ottawa (Ontario, Canada)
Primary address	90 SPARKS ST, OTTAWA, ON K1P 5B4, Canada
Posted	August 10, 2026
Date in the description	October 21, 2024
Posted deadline	December 31, 2026
Last day to apply	December 30, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Part time · 30 h per week
Pay type	Salaried

The position

**This is an opportunity for applicants to express their interest in current and future client advisor positions in our Ottawa, part-time and full-time communities. Includes locations such as Ottawa Central, Ottawa East, Orleans, South Keys, etc. Qualified candidates will be contacted to review their curriculum vitae in more detail.

This unique position calls on your client-focused sales expertise and natural problem-solving skills to maximize each client interaction. Specifically, you help clients with their everyday banking, As an RBC ambassador, you add value in the moments that matter most to clients and collaborate with RBC partners to help clients achieve their goals. Whether you’re demonstrating to a client how to use digital banking, on-boarding a new client, or referring a complex opportunity to a specialist, your expertise will contribute to creating meaningful and memorable client experiences to drive client satisfaction and loyalty.

Responsibilities

- Proactively engage with clients in all areas of the branch and in the community, uncovering banking needs, providing help and advice, along with identifying sales and referral opportunities
- Focus on customer training and demonstration, leverage technology to provide a memorable customer experience, boost sales and maintain business
- Respond to customer contacts, helping them to perform a range of financial transactions
- Listen actively and engage clients in conversation to better understand their individual needs
- Proactively take ownership of resolving and preventing client banking problems
- Growing and maintaining relationships with partners to maximize opportunities for cases and referrals

Qualifications

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Requirements

- Demonstrated passion to put customers first, along with success in a practical and target-oriented sales environment
- Human Problem Solving and Skills, with the ability to build strong relationships and proactively communicate with clients
- Flexibility, eagerness to learn, strong personal ethics and hunger for success
- Digital knowledge on a wide range of devices (e.g. smartphones, tablets, laptops, etc.)
- Must be able to work every hour of the day

Assets

- Track record in building rapport and maintaining client relationships within the financial or service industry
- Mutual fund accreditation (i.e., Canadian investment funds or the Canadian securities course)
- Fluidity in French is considered an important asset

Pay and benefits

RBC teams aim to grow by working together, thinking ahead and giving dependable advice that helps clients and communities prosper. They support one another, develop their potential and strive for outcomes that benefit the communities they serve as well as the bank.

- A comprehensive total premium program including competitive pay, premiums and flexible benefits
- Continuing career development opportunities
- World-class business training, leadership and development opportunities
- Support for a dynamic, collaborative, progressive and efficient team, along with world-class tools and training
- Opportunity to achieve great success and grow your career with RBC

Job Skills

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

Our Employment Opportunities

RBC works as One RBC and follows five shared values: putting clients first, integrity, collaboration, respect and excellence. As one of the world’s largest and most successful banks, it sees inclusion and different perspectives as important to continued growth. RBC supports staff in doing their best work, working together, innovating and developing professionally. Its policies and programs foster respect, belonging and opportunities for everyone to create value for clients and communities.

Talent community

People who join RBC’s talent community can receive new postings, career advice and recruitment event updates tailored to their interests.

RBC’s careers portal shares information about career paths and how its teams contribute to client and community well-being.

Search for requisition R0000103527 on the RBC careers portal.

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