Senior Director, AI Product Management

Requisition	R0000182550
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 12, 2026
Date in the description	August 18, 2026
Posted deadline	November 30, 2026
Last day to apply	November 29, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Senior Director, AI Product Management

What's the opportunity?

As Senior Director, AI Product Management, you will be the only one to succeed in your user-centred product for RBC's Internal Agentic AI platform, defining the product vision and translating it into a tangible roadmap, community and ecosystem. You will establish discipline to ensure a seamless customer orientation and business strategy on what we are building and why. You will lead a team of product managers and its own service Customer Voice, functionality prioritization, adoption and community development around the product across RBC.

It is expected that you will set the operating pace, make the hard-to-exchange and re-resource calls, and hold a quality bar, bringing credibility to the recent construction and shipment of AI products to scale, not just managed roadmaps.

Your responsibilities will include

- Team Direction: Lead and develop the Chief Executives (through the product strategy and roadmap, community and adoption, ecosystem and partnerships) and the teams that underpin them, with clear career paths and succession
- Integrated Implementation: A single implementation plan that aligns implementation of the Roadmap, community programs and partnership milestones at a single pace
- Operating cadence: Establishing and running sprint reviews, quarterly planning, and OKR setting and tracking
- Tradeoff and escalation ownership: Serving as the primary escalation point for cross-pillar dependencies, tradeoffs, and resourcing decisions
- Product Quality: Maintenance of acceptance criteria, clearance doors and documentation standards across the team
- Adoption and Results: Use of analysis, telemetry and adoption measurement to determine decisions and report progress, risks and resource requirements
- Ecosystem Health: Ensuring the commitment and sound adoption of community programs and partnerships across RBC's user base

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You're our ideal candidate if you

- Have 10 years and more experience in product management, including 3 years and more leadership as a multi-team product manager
- Have experience in customer discovery and translate user needs into product strategy and prioritization
- Have practical experience in delivering AI products to end-user — ideally AI generators or agents — at the production level
- Have launched large-scale internal or corporate products with measurable adoption results
- Bringing strong operational discipline: agile delivery, OKR executives and release management
- Are data-based, comfortable with analysis, telemetry and adoption measures as the basis for product decisions
- Experience in financial services or ability to develop it quickly - understand how bank employees work and regulatory constraints on internal tools
- Have a working knowledge of LLM evaluation, prompt engineering, or RAG architecture — sufficient to shape product decisions and engage technical teams

Assets

- MBA or Master in a technical or commercial discipline
- Product Management Certification (CSPO, SAFE, AIPM or Pragmatic Institute)
- Background in platform engineering or development experience teams
- Experience in the technology or digital transformation function of a major bank

Pay and benefits

- Fostering AI transformation in one of Canada's largest and most respected financial institutions, with an exposure to RBC senior executives
- Be part of a newly formed, high-impact function within RBC's AI Group alongside experienced transformation leaders
- A comprehensive total premium program including flexible premiums and benefits, competitive remuneration, commissions and stock options, where applicable
- Managers who coach employees and help them find opportunities to develop.
- Ability to make a difference and have a lasting impact from one local scale to another

About the AI Group

RBC's AI Group is RBC's AI accelerator, which aims to move AI projects into large-scale, scale-based results that amplify the impact of RBC people. In addition to helping to expand RBC's largest AI opportunities, AI Group is responsible for advancing research on new use cases across the general and agent AI, while maintaining its expertise in safety, responsible AI and regulatory expectations.

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.

Job Skills

Massive Data Analysis, Customer Advice, Coaching Others, Critical Thought, Decision Making, Industry Knowledge, Automatic Learning (ML), Results Orientation, Software Engineering, Software Product Design

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

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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.

RBC is accepting applications for an existing vacancy. Qualified applicants may hear from the recruitment team for a more detailed review of their résumé.

Search for requisition R0000182550 on the RBC careers portal.

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