Manager, Process Owner CMO

Requisition	R0000183905
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 9, 2026
Date in the description	August 19, 2026
Posted deadline	November 27, 2026
Last day to apply	November 26, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Eating, a process owner for cash management operations (CMO) will oversee leading operational excellence and process transformation in the delivery of cash management products by optimizing the workflow of call centres, streamlining on-board customer travel, and improving continuous product maintenance operations. You will design, optimize and continuously improve business processes using Lean Six Sigma and process design methodologies, providing automation tailored to AI while maintaining rigorous risk governance.

Responsibilities

Process Intelligence & Optimization

- Conduct comprehensive end-to-end process assessments using process mapping, data analysis and process mining to identify inefficiencies, bottlenecks and root causes
- Design and implementation of process improvements using Lean Six Sigma methodologies, automation possibilities and AI-adapted solutions
- Develop and monitor RPIs and performance dashboards to monitor process health, cycle time reduction, quality improvement and cost savings
- Translate the strategic objectives of the LOB into actionable process optimization roadmaps with measurable business case

AI & Automation Leadership

- Identify and assess opportunities for AI deployment, robotic process automation (RPA) and intelligent workflows as transformers
- Partner with technology and data teams to assess the feasibility of automation, ROI and implementation requirements
- Champions in adopting process intelligence tools and platforms to stimulate informed decision-making

Stakeholder Leadership & Communication

- To serve as the lead business line strategic advisor on business efficiency, process redesign and transformation initiatives
- Communicate complex process improvements, business case and change initiatives clearly to the executive, operational and technical audiences

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- Facilitate cross-functional collaboration between LOB, Operations, IT, and support teams to ensure seamless implementation and change adoption

Risk Mitigation & Governance

- Identify, assess and monitor process risks; design and implement effective controls that comply with regulatory and compliance requirements
- Ensure process governance, policy commitment and stakeholder accountability in all process changes
- Support IT on validation, testing and approval for technology improvements and system implementation

Qualifications

Requirements

- Operational experience of the call centre, including understanding workflows, processes and optimization of service delivery
- Deep understanding of Payments and Cash Management products, services, and operational processes.
- Knowledge of cash management products and payment solutions for commercial clients
- Exposure to business customer support operations and relationship management in a business banking environment
- Process improvement, business transformation or process management experience
- Process mapping, documentation and process modelling skills
- Strong experience in designing and redesigning processes with measurable operational impact
- Risk identification, control design and operational governance experience
- Exceptional stakeholder management skills across diverse teams and organizational levels
- Strategic thinking and a wealth of business; ability to link process improvements to business outcomes
- Excellent communication skills — verbal and written — with influence at all levels

Assets

- Practical experience with process intelligence platforms, RPA or AI/automation tools
- Change management certification or training
- Experience in banking/financial services
- Experience with process extraction or advanced analysis tools

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 total compensation program with competitive pay, bonuses and flexible benefits, plus commissions and stock where applicable.
- Managers who coach employees and help them find opportunities to develop.
- Capacity to make a difference and sustainable impact
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Flexible work/life balance options
- Opportunities to do challenging work
- Opportunities for progressively fulfilling greater responsibilities
- Access to a variety of job opportunities across business and geographies WMUS

Job Skills

Agile methodology, Business data analysis, Business process modelling, Business acuity, Communication, Critical thinking, Decision-making, Group problem solving, Interpersonal relationship management, Needs analysis

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 R0000183905 on the RBC careers portal.

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