Client Experience & Wealth Associate

Requisition	R0000188118
Employer	RBC Dominion Securities Inc.
Canadian locations	Vancouver (Colombie-Britannique, Canada)
Primary address	1025 GEORGIA ST W, VANCOUVER, BC V6E 3N9, Canada
Posted	November 26, 2026
Date in the description	September 17, 2026
Posted deadline	January 31, 2027
Last day to apply	January 30, 2027
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

RBC Dominion Securities' branch in downtown Vancouver is looking for a customer experience and heritage advisor to provide concierge service for a high-level consulting team.

Responsibilities

- Enhance the client experience from onboarding to year-round contact so that it is consistently smooth and on-track with the team’s client service plan.
- Coordinate and prepare heritage management and review meetings for advisors with their clients/prospects.
- Provide proactive client service with a focus on problem resolution and attention to details. Liaise with various departments for execution, where necessary.
- Respond to client enquiries (account transactions, tax receipt requests, account return, etc.).
- Help with managing incoming communications from clients, advisors and other internal and external partners.
- Maintain existing accounts receivable and identify opportunities to communicate with clients: manage key accounts timelines and dates.
- Support for the communication channels team: websites, LinkedIn, Facebook, brochures, newsletters.
- Support Team of advisors and clients through the heritage management process and continued audit of heritage management activities and priorities.
- Assist the team of advisors on board the client.

Qualifications

Requirements

- Strong Skills of Microsoft Office Suite
- Demonstrated skills to provide world-class customer service that will prove professional, warm and friendly for our customers.
- Exceptional skills in oral and written communication in English
- Minimum of 2 years of experience in the securities sector

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

Royal Bank of Canada Website, © 1995-2026 - Tous droits réservés © 2026 - optimisé par novijob™

Assets

- Knowledge of RBC Dominion Securities Systems and Procedures, an asset
- Highly developed customer service competencies

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.
- Ability to make a difference and have a lasting impact.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- A world-class financial services training program.

Compensation for this position (including salary and discretionary/variable incentive payments) will be determined by factors, including but not limited to the candidate's experience, skills, registration status, performance, individual goals; market conditions; and business needs.

The base salary range for this position is $38,000 - $50,000.

This position may be eligible to receive discretionary or variable incentive payments up to 1.0x base salary.

RBC recognizes the importance of a highly skilled global workforce and plays a key role in attracting, mobilizing and maintaining talent that:

- Drives RBC High Performance Culture
- To enable the collective achievement of our strategic objectives
- Generates sustainable shareholder returns above market shareholder value

Job Skills

Account Management, Client Success, Decision Making, Financial Regulation, Group Problem Resolution, Interpersonal Relationships, Investment Risk Management

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.

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 R0000188118 on the RBC careers portal.

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

Royal Bank of Canada Website, © 1995-2026 - Tous droits réservés © 2026 - optimisé par novijob™