Private Banking Client Care Advisor

Requisition	R0000188429
Employer	Royal Bank of Canada
Canadian locations	Vancouver (Colombie-Britannique, Canada)
Primary address	1025 GEORGIA ST W, VANCOUVER, BC V6E 3N9, Canada
Posted	November 25, 2026
Date in the description	September 18, 2026
Posted deadline	December 1, 2026
Last day to apply	November 30, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

As a key member of the Private Banking team, the Client Care Advisor is responsible for creating a tailored and memorable welcome experience at our Vancouver Private Banking Office. You will fulfil on incoming servicing requests in person, via email, and phone and identifying unmet client needs through discovery in daily interactions. You will also champion digital education to enable our clients to engage with RBC through the channel of their choice.

Responsibilities

- You will be a daily banking expert specialized in the delivery of the Black Card experience through high-level services and support, transaction excellence, digital education and opportunities search
- As part of the Private Bank Support Team, you will understand and provide a customized customer experience to all private bank customers for in-person, email and telephone service requests.
- Apply professional hospitality standards and professional client communication which includes e-mail, phone or in person interaction with clients.
- Manage conference room booking
- Manage stationery and display marketing materials
- Manage Private Banking Centre traffic, inform management team of opportunities to improve sales and service availability.
- Solve customer concerns at the first point of contact in a highly professional, timely and accurate manner
- Maximize the use of technology and the promotion of digital education to enable our clients to engage with RBC through their choice

Qualifications

Requirements

- Minimum of 1-2 years of banking experience
- Strong working knowledge of Microsoft Office Suite
- Proven client service skills
- Excellent organizational skills

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Assets

- Post-secondary education in Commerce or Business Administration
- The competence in Mandarin/Cantonese is an 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 with flexible premiums and benefits, and competitive pay
- 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.
- Opportunities to do challenging work
- Opportunities for progressively fulfilling greater responsibilities

Job Skills

Adaptability, Advice-based solutions, Customer center, Customer discovery, Communication, Curious Mindset, Data analysis, Digital literacy

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 R0000188429 on the RBC careers portal.

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