Analyst, CST - Client Shared Services

Requisition	R0000188893
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 17, 2026
Date in the description	September 29, 2026
Posted deadline	December 1, 2026
Last day to apply	November 30, 2026
Business area	CAPITAL MARKETS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Analyst of the Client Success Team, Relationship Management, serves as support for the Director of Client Success and a point of contact between RBC Capital Markets businesses and clients. This role involves close collaboration with multiple functional partners to enhance client satisfaction, retention and growth.

- Responsible for supporting a best-in-class client experience through all phases of the client lifecycle focusing on the Global Investment Banking, Corporate Banking, and Securitization businesses.
- This role will oversee all aspects of pre-boarding and post-boarding, providing a professional, attentive and accurate service to clients and internal business partners, building on the in-depth knowledge of the customer's boarding process and capital market operations.
- Responsible for active pipeline management, measured by date of transaction and increased in case of risk.
- Support the implementation of a strong pre- and post-care client experience that can anticipate and take prompt action on the ongoing challenges of global regulatory change to RBC and its clients, and contribute to a continuous relationship management model that creates a service different from our peers

Responsibilities

Key Responsibilities

Relationship management

- Ensure end-to-end customer satisfaction is achieved throughout the life cycle before and after departure, while acting as the primary point of contact for RBC business partners
- When needed, establish and maintain strong relationships with clients by educating and guiding them through RBC's boarding process
- Coordinate the dissemination of updates to client documentation and ensure that contacts with clients are minimized with maximum effect, transparency and escalation required, in a timely and accurate manner.

E2E client case management

- Act as a central point of contact for RBC Capital Markets business partners and internal functional teams. Escalating as needed to ensure deadlines are met.
- Coordinate and oversee the deployment of E2E and ensure that service level expectations are met among functional partners responsible for activities relevant to clients on board
- Establish and maintain strong relationships with functional partners in the areas of sales, operations and corporate partners
- Utilize CLM tool and ecosystem for all onboarding related activities (e.g. status updates and document repository)

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- Assume ownership and responsibility for resolving complex issues and concerns related to customer boarding and updating of customer documentation

Qualifications

- Bachelor’s Degree or equivalent/similar
- Experience with preferred boarding or experience in a related role (KYC, transactions, settlements, credit risk)
- Basic knowledge of capital markets
- MS Excel skills and experience with CRM systems or embedded platforms
- Excellent communication skills, both written and verbal
- Proactive team player, self-motivated with strong organizational and time management skills (which can be a priority to meet capital market requirements).
- A strong sense of responsibility and ownership over customer experience and end-to-end customer on-board processes.
- Ability to navigate successfully in a complex infrastructure involving many groups and individuals
- Understanding change management to support the evolving nature of change related to the requirements of businesses and regulators, as appropriate.

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.
- Opportunities to do challenging work
- Opportunities for close relationships with clients

Job Skills

Audit, Audits Compliance, Communication, Data Collection Analysis, Detailed, Financial Regulation, Internal Controls, Organizational Governance, Process Management, Quality Guidance

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 R0000188893 on the RBC careers portal.

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