Insurance Advisor Home & Auto - Advice Centre

Requisition	R0000189527
Employer	RBC Insurance Agency Ltd.
Canadian locations	Mississauga (Ontario, Canada)
Primary address	1530 DUNDAS ST W, MISSISSAUGA, ON L5C 1E4, Canada
Posted	November 19, 2026
Date in the description	October 2, 2026
Posted deadline	December 4, 2026
Last day to apply	December 3, 2026
Business area	INSURANCE
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

This role at the RBC Insurance Consulting Centre offers you the best of both worlds - the flexibility you need for your life and the accomplishment you are looking for in your work.

We will provide you with the tools, training and support you need to successfully complete the Ontario Non-Life Insurance Permit (OTL) and other provinces.

As an RBC Licensed Insurance Advisor for Home & Auto, you'll be the trusted voice on the other end of the phone providing insurance advice and options to help clients protect what's important to them. You're empathetic, helpful friendly and provide clear, upfront insurance advice for clients. With every conversation, you're curious, caring and detail-oriented, with a focus on problem and delivering an exceptional client experience. You will contribute to individual and team sales goals by proactively recommending personal home and auto insurance solutions to new and existing clients, as well as referring them to your partners within the organization.

Responsibilities

- Provide advice and insurance solutions to clients based on their needs through incoming calls
- Demonstrate consistent and positive experience of each conversation and resolve client concerns at the first point of contact, demonstrating relationships through meaningful discussions
- Conduct customized needs assessments and reviews using tools, resources and calculators to demonstrate value and support advice recommendations
- Demonstrate a good understanding of regulatory risk when subscription and updating home and auto insurance policies
- Use procedures effectively and seamlessly during conversations with clients
- Growing and maintaining relationships with partners to work as a RBC team

Qualifications

Requirements

- Will and ability to successfully obtain the general insurance licence for Ontario (other than life) and the general insurance licence for all provinces
- Outstanding customer service skills with the ability to build strong relationships and connect with clients
- Flexibility to work all shifts within the hours of operation. The Home & Auto Advice Centre is open Monday – Friday 8:00am – 8:30pm and Saturday 8:00am – 4:30pm

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- Digital literacy on a wide range of services (e.g. smartphones, tablets, laptops, etc.)

Assets

- Non-Life Licence (OTL) Possession at the time of application
- Fluent in French and English
- Post-secondary education
- Knowledge of insurance products
- Customer service and/or sales experience in a contact center environment.

Pay and benefits

Whether it develops new skills, opportunities to innovate and grow, modern and comprehensive benefits, or flexibility to enjoy the moments that matter, at RBC, you have everything you need at your fingertips to build your career and life.

- Working with an award-winning RBC Diversity and Inclusion Award Team
- A comprehensive Total Rewards package that prioritizes your overall well-being, including flexible and modern benefits, competitive remuneration and stock options
- Work where you belong in a team and a company that is supportive and inclusive and celebrates your unique perspectives, experience and background and wants you to bring your own work every day.
- Leaders who are invested in your success and offer opportunities to learn, grow and try new things. Developing new skills, sharpening existing skills and exploring paths you have never known existed with a host of learning programs and tools designed to support you in every stage of your career.
- Flexible work arrangements and leaders that support your needs – personal and professional.
- An opportunity to have a real impact on the lives of our clients and the communities you serve.
- RBCI software tools to increase your productivity

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

Job Skills

Car insurance, cold calls, competitive markets, cross-selling, customer needs, customer service, group problem solving, insurance product development, sales

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.

Search for requisition R0000189527 on the RBC careers portal.

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