Senior Associate

Requisition	R0000189822
Employer	RBC Dominion Securities Inc.
Canadian locations	Richmond Hill (Ontario, Canada)
Primary address	365 HIGH TECH RD, RICHMOND HILL, ON L4B 4V9, Canada
Posted	November 17, 2026
Date in the description	October 8, 2026
Posted deadline	November 30, 2026
Last day to apply	November 29, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

RBC Dominion Securities' Richmond Hill branch is looking for a resourceful, efficient and collaborative individual to join a highly successful management consulting team.

By providing ongoing and exceptional service and support to our clients and our team of advisors, you will help our team deepen existing relationships and welcome new clients into the firm. As an invaluable internal and external point of contact, you will play a key role in maintaining accounts receivable, ensuring that the administration and documentation of accounts remain up to date and compliant, and working with the team of advisors in managing client portfolios and planning opportunities for asset management.

Responsibilities

- Improve customer experience from year-round contact boarding to ensure that it is always smooth and on track with the team's customer service plan.
- Assist the Advisor team in welcoming and onboarding new clients.
- Coordinate and prepare advisor meetings with clients/prospects.
- Provide proactive customer service by focusing on problem solving and paying particular attention to detail.
- Respond to client enquiries to understand and demonstrate efficiency over time (account transactions, requests, account documents, account reports, etc.).
- Ensure that all necessary documents are updated accurately and in a timely manner, in line with industry internal controls and regulatory requirements.
- Tap into your superior problem resolution skills to provide proactive client service. Working collaboratively, you will at times liaise with various departments to provide smooth and timely solutions.
- Effectively manage communications received from clients, advisors and other internal and external partners.
- Follow up on client trades to ensure proper settlement and delivery

Qualifications

Requirements

- Canadian Investment Regulatory Review, CIRE
- Strong application/business technology skills, including Microsoft Office Suite
- High quality time management and organizational skills
- Demonstrated skills to provide world-class customer service that will prove professional, warm and friendly to our customers

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Assets

- At least 5 years of experience in the securities sector
- Knowledge of RBC Dominion Securities Systems and Procedures
- Exceptional skills in oral and written communication in English

Pay and benefits

We are working to do our best, to think incrementally to continue growing and to work together to provide reliable advice that can help our clients thrive and communities thrive. We care about each other and we are working collectively hard to realize our potential, make a difference for our communities and achieve mutual success.

- 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.
- An opportunity to make a difference and have a lasting impact on the lives of others
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- The chance to work in a dynamic, collaborative, progressive and efficient team
- A world-class financial services training programme

Job Skills

Account Management, Customer Relationship Management, Customer Service, Collaboration, Customer Success, Decision Making, Financial Regulation, Financial Services, Group Problem Resolution, Interpersonal Relationships, Investment Risk Management, Investments, Microsoft Office, Time Management, Wealth Management

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

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

Pay Range

The expected pay range for this position is

$37,500.00 - $50,000.00

This position includes competitive remuneration, and the overall earnings potential is influenced by a variable incentive structure, earning a multiple salary up to:

1.0x

RBC supports pay transparency and we strive to ensure that all pay scales are competitive, fair and fair.

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 R0000189822 on the RBC careers portal.

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