Client Advisor - Brampton & Mississauga (Bilingual: Mandarin, Cantonese, Arabic, Tagalog)

Requisition	R0000191373
Employer	Royal Bank of Canada
Canadian locations	Mississauga (Ontario, Canada)
Primary address	1530 DUNDAS ST W, MISSISSAUGA, ON L5C 1E4, Canada
Posted	October 27, 2026
Last day to apply	December 30, 2026
Posted deadline	December 31, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Customer advisor - Mississauga (Mandarin/ Cantonese, Arabic, Tagalog)

As we have multiple branch locations across the different markets within Greater Toronto Area, we are hiring multiple candidates for this position. You will be required to be fully available to work during RBC's retail branch hours of operation, including extended hours Monday through Saturday until 8:00 PM and Sunday as applicable. You will be placed into an hourly work arrangement as per branch's needs which guarantees a minimum of 20 hours per week (up to 37.5 hours per week). Apply today!

RBC believes that to stay in touch with its customers and maintain its relevance, we need to rethink the role we play in our customers' lives, adding value to the moments that matter. We value each person in their unique customer service style and encourage you to bring your best to our customers every day.

As the first point of contact in RBC's retail banking institutions, the customer advisor is responsible for helping our community members who enter our branches. By using skills such as hospitality, they proactively welcome and engage clients, respond to their daily banking needs, resolve customer concerns at the first point of contact, and discover opportunities to provide customer-centred advice and solutions to meet their individual needs.

Responsibilities

- Maintain a ground presence at our retail outlets, ensuring that each customer is welcomed and proactively engaged upon entry
- Listen actively to discover the reason for their visit, take charge of the needs of the customers and resolve concerns at the first point of contact
- Help clients meet their immediate, personal and business banking needs, using RBC systems and the best digital classroom platforms, while respecting customer preferences
- Initiate discovery conversations to understand client needs, provide client-centred advice and respond personally to appropriate simple advice, solutions and services
- Contribute to a collective team success culture by discovering opportunities to offer warm presentations to RBC partners to meet the more complex needs of clients
- Champion of digital activation by proactively educating our clients to use, while leading with advice, serving digital if possible

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- Managing risks by respecting compliance procedures, procedures and controls to protect the interests of customers and shareholders while conducting transactions

Qualifications

Requirements

- A passion for hosting an exceptional customer experience
- Curiosity, emotional intelligence and empathic communication skills
- Digital literacy on a wide range of devices (e.g. smartphones, tablets, laptops, etc.)
- Personal flexibility to work flexible hours
- Self-motivated aspiration to learn and be determined to succeed
- Fluent in Mandarin, Cantonese, Arabic or Tagalog

Assets

- Previous retail or customer service experience
- Experience in the financial or service sector

Is this job right for you? Check out our video and decide for yourself!

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
- A world-class financial services training programme
- Excellent professional development and access to a variety of job opportunities in businesses and geographies
- Managers who coach employees and help them find opportunities to develop.
- Join a collaborative team that works at a high standard and looks for new ways to improve.

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.

Search for requisition R0000191373 on the RBC careers portal.

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