Director-Global Tax Operations

Requisition	R0000191699
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 1, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

It's an exciting and highly impactful opportunity for people and team leaders.

The Director, Global Tax Operations, is a senior executive position that oversees key teams at RBC Wealth Management Canada Operations, working closely with RBC's Wealth Management and Capital Markets business lines, along with with colleagues across the organization to support client reporting and regulation, along with key business tasks within Operations.

Under the Global Tax Operations mandate, this role is accountable for global tax and information reporting under Qualified Intermediary (QI), Foreign Account Tax Compliance Act (FATCA), and Common Reporting Standard (CRS) regimes, inclusive of regulatory oversight, withholding, reporting, and ongoing compliance. The successful incumbent must be able to dissect complex tax regulations, simplify requirements for a wide audience, and demonstrate leadership in global tax along with bold tenacity to drive positive industry changes to evolving regulations. Additionally the successful incumbent the role requires excellent intrapersonal skills to lead a team with diverse mandates, demonstrating a sound understanding of Operations, and ability to exercise high-stakes decision-making and prioritization.

Responsibilities

Operations Leadership

- Coach, mentor and leader of various human resources expert teams, focusing on employee empowerment and operational sustainability.
- Engagement of employees champions and well-being, driving a culture of trust, inclusion and continuous improvement.
- Be comfortable with uncertainty and new technologies, guiding large teams to adapt quickly to changing business requirements, risks and regulations.
- Work with employees at all levels to understand our needs and establish strategic priorities for resources and development.
- Monitor budgets and forecasts, demonstrating responsible cost control for ongoing maintenance and development of new applications.

Business Partnership

- Communicate often and effectively, simplifying complex concepts for a broad audience, including senior executives and business leaders.
- Rapid and proactive risk and decision-making measures impact our company, working closely with Operations, business stakeholders and business partners to identify challenges and opportunities and influence direction.
- Develop a network of internal and external partners to assess best practices and provide specialized guidance on industry trends and future challenges.
- To anticipate operational needs for support, planning and advocacy well in advance to minimize the impact on Operations, our operations and our clients.
- Effective challenge to protect our business and strongly advocate for continuous improvement.

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Regulatory Oversight

- Oversee QI, FATCA, and CRS reporting and compliance, communicating effectively with regulators and industry partners on behalf of the business lines we support, and acting as the escalation point for business inquiries around global tax compliance.
- Be accountable for RBC's adherence to regulator (CIRO, CRA, IRS, etc.) and business requirements for client reporting, such as for tax slips, and more.
- Continually enhance the effectiveness of operational controls and QI, FATCA, and CRS compliance frameworks, working closely with stakeholders across the bank.

Qualifications

Requirements

- 10 years and more progressive experience in a role of exploitation, taxation, regulation and/or finance.
- Demonstrated subject experience in QI/FATCA/CRS and ability to digest complex issues quickly.
- Excellent skills in storytelling, writing and oral presentation with comfort engaging a general public.
- High professional maturity and emotional intelligence, with excellent interpersonal skills in connection with people in a wide variety of seniority and horizons.
- Ability to listen, challenge respectfully, negotiate and influence results.
- Ability to think holistically and creatively to capture broader issues and opportunities.

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.
- A world-class financial services training programme
- Flexible work/life balance options
- Opportunities to do challenging work

Job Skills

Adaptability, Operational Performance Management, Client Service, Decision-making, Interpersonal Relationship Management, Operational Delivery, Process Improvements, Time Management

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 R0000191699 on the RBC careers portal.

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