Administrator, National Distribution Team

Requisition	R0000192122
Employer	The Royal Trust Company
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 24, 2026
Date in the description	November 13, 2026
Posted deadline	November 27, 2026
Last day to apply	November 26, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Commission

The position

The National Distribution Team specializes in assisting Royal Trust Relationship Managers by providing efficient, accurate and quality client service. Key client service elements include preparing accrued income and valuation statements, requesting tax preparation, preparing communication letters and account distributions. The Administrator will assist and support Officers to ensure that administration items are completed; quality and attention to detail are paramount along with ensuring key milestones are met. Teamwork, collaboration and developing inter-personal relationships are important skills for success.

Responsibilities

- Ensures that the accounting procedures and policies of the organizational units do not interfere with the delivery of the overall client experience.
- Ensures clients expectations are being met through respecting key deliverables.
- Promote and demonstrate RBC's overall objectives, vision and values and the ability to balance the needs of the client, employee and shareholder.
- Proactively maintain timely written, verbal and electronic communications with other support groups, both internally and with external contacts.
- Accelerate and resolve all enquiries, administrative errors, etc., when needed, and refer more complex administrative issues to the manager or trust agent.
- Help with the collection, facilitation and coordination of information and documentation to ensure that the administration of accounts in their area of responsibility is carried out in line with the terms of the guidance documents, relevant legislation, client needs, corporate policy and departmental objectives.
- Promote a strong working relationship with other players on the team to ensure that the information required to prepare the tax returns is complete and accurate.
- Maintain awareness of opportunities to determine areas of operational risk or potential losses. Recommend and implement action plans to address and/or correct.
- Demonstrate personal commitment to ensure that competencies, knowledge and accreditations are up-to-date and meet the requirements of the position.
- If necessary, provide training to new employees, assist others, and support relief to other positions

Qualifications

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Requirements

- Post-secondary education and 1-3 years of experience in succession and trust, taxation and/or customer service.
- General knowledge of the securities and financial services industry.
- Excellent skills in writing/verbal/electronic communication
- Ability to work effectively with others and perceived as a professional business partner with colleagues and external contacts.
- Ability to resolve problems and aspects of administration independently.
- Technological literacy

Assets

- Estates and Trusts Administration Course, Canadian Securities Courts

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 that includes performance-based premiums, flexible benefits, competitive pay plans.
- Leaders who focus on development and offer opportunities to accelerate career growth.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Ability to make a difference and have a lasting impact.

Job Skills

Customer Advice, Client Needs, Customer Service, Customer Service Management, Group Problem Resolution, Long-Term Planning, Multi-Level Communication, Product Services

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

This is a commission-based role and is offset by a return-based arrangement where your earnings are based on sales success and production generated by you or your team. You may be eligible for a variable discretionary incentive payment.

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 R0000192122 on the RBC careers portal.

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