Manager, Productivity and Efficiency

Requisition	R0000192302
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 10, 2026
Last day to apply	December 18, 2026
Posted deadline	December 19, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Manager, Productivity and Efficiency supports the COO group within Technology and Operations, with a primary focus on transformation and operations of productivity and efficiency measurement. The Productivity & Efficiency function is a core pillar of the COO group, driving forward strategic initiatives across process automation, digital workplace collaboration, data analytics, and workforce optimization. This role owns the operational infrastructure that enables the team to execute effectively, providing visibility into delivery status, managing critical data and systems interfaces, and ensuring accountability across all team commitments and targets. The position is responsible for organizing team operations, coordinating with cross-functional partners, and supporting execution excellence across the Productivity & Efficiency portfolio - with particular emphasis on measuring and scaling productivity methodologies, including the impact and ROI of AI-enabled initiatives.

Responsibilities

- Delivery Tracking & Accountability
- Monitor and monitor all COO deliverables, projects and commitments based on time and quality standards
- Maintain clear priorities, timelines and dependencies across the team
- Consolidate and report on delivery status; delays, risks or flag blockages immediately
- Assist team members in meeting commitments through monitoring, coordination and monitoring
- Productivity & Efficiency Measurement
- Support the development of measurement methods and governance for productivity initiatives, including AI-adapted solutions
- Define key performance indicators and measurement frameworks to quantify productivity gains and efficiency improvements
- Establish baselines and monitor the ongoing performance of new AI tools, processes and implementations in partnership with stakeholders
- Support ROI analysis and benefit realization reporting to demonstrate value delivery and justify continued investment
- Data coordination and system interface
- To serve as the main link between the COO team and the data team
- Define and communicate COO team data requirements (sources, frequency, format, quality standards)
- Monitor timeliness and quality of data delivery; increase delays or problems for data team management

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- Troubleshooting of integration and coordination of resolution with data team
- Maintain documentation of data dependencies and update cycles for team reference
- Address systemic data issues where solutions require investment or re-prioritization
- Performance Reporting & Visibility
- Create dashboards and reports that show whether the team and initiatives are on track
- Monitor key measures (productivity targets, project timelines, benefit achievement, status of risk remediation)
- Compile weekly/monthly performance summaries for the leadership review
- Support data analysis for decision-making and performance decision-making
- Process Management & Continuity
- Document standard operating procedures for all recurring COO processes
- Maintain stakeholder lists, contact protocols and communication preferences
- Create checklists and guides for complex or cyclical activities
- Identify opportunities to automate or simplify repetitive administrative work
- Ensure operational continuity through documentation and cross-training
- Team Operations and Administrative Support
- Organize and maintain key calendars, meeting schedules and stakeholder communication rates
- Manage administrative functions: scheduling, correspondence, document preparation, expense tracking
- Coordinate discounts and dependencies between team members
- Provide emergency support during team absences to maintain continuity

What you need to succeed?

Must-Haves

- 2+ years of professional experience in one or more of the following areas: finance, accounting, reporting, processing or operations
- Demonstrated experience with performance measurement, KPI development, or business metrics reporting
- Strong organizational and time management skills
- Ability to translate team needs into clear requirements for data and systems partners
- Detail orientation and follow-through
- Clear communication and proactive escalation
- Ability to learn quickly several functional areas
- Systems reflection and problem solving
- Flexibility and ability to prioritize in a dynamic environment

Assets

- CPA (Acting professional accountant)
- PMP (Project Management Professional) or equivalent project governance certification
- Experience of the productivity measurement frameworks or the AI/automation impact assessment
- Familiarity with RPA, analytics tools, or enterprise reporting platforms

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.
- Ability to make a difference and have a lasting impact.
- Join a collaborative team that works at a high standard and looks for new ways to improve.

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- A world-class financial services training program.
- Flexible work/life balance options.

Job Skills

Client counselling, communication, critical thinking, client relationship management (CRM), decision-making, group problem solving, long-term planning, organizational change management, results-based management, solution development

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 R0000192302 on the RBC careers portal.

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