Mortgage Specialist Assistant

Requisition	R0000192496
Employer	Royal Bank of Canada
Canadian locations	Edmonton (Alberta, Canada)
Primary address	199 WEBBER GREENS DR NW, EDMONTON, AB T5T 4K5, Canada
Posted	November 17, 2026
Last day to apply	November 28, 2026
Posted deadline	November 29, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

As a Mortgage Specialist assistant you will support a top producing Mortgage Specialist in meeting sales objectives and related activities by providing value added administrative service and support. Provides primarily responsive client contact management. Develops relationships with service partners to ensure operational guidelines are adhered to and transactions are processed efficiently.

Responsibilities

- Provide a consistent service that is responsive to client requests for fax, email and telephone
- Consistently provide superior responsive execution and delivery of client transactions/requests
- Familiarize with key reference sources and have a solid knowledge of the mortgage process that facilitates solutions and problem solutions
- Demonstrated personal commitment to ensure that competencies and knowledge are up-to-date and meet the requirements of the position
- Take the initiative to keep current events, market news and internal information on RBCnet and applicable internal sites current
- Manages mortgage specialist email/email, proactively responds to correspondence/requests and gives priority to reading this document
- Ensures that the mortgage specialist's journal is managed effectively to build the capacity of all required activities
- Manage routines and office expenses by ensuring efficiency through the availability of materials and supplies and effective management of records and records
- Ensures Mortgage Specialist’s needs are proactively identified and provides required information/documents for him/her to complete duties. Gathers and prepares material required for presentations, marketing initiatives, etc.
- Supports the mortgage specialist in completing/validating database records and ensures that due diligence requirements have been met prior to submitting a credit application

Qualifications

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Requirements

- Minimum 2 years of demonstrated excellence in a service and sales support role working in collaboration with a sales team providing advice and responding to client requests
- Exceptional customer service skills
- Excellent communication skills, oral/written, good business writing
- Strong organizational skills with the ability to multi-task and prioritize
- Strong computer skills in Microsoft Office including Word, Power Point, Excel, Outlook
- Experience in new communications and technologies (i.e. web meetings, social media, digital banking and mobile applications)

Assets

- Resourcefulness and able to work independently
- Sales, self-motivated, self-managed and prosperous in a fast-paced environment
- Strong skills in problem solving with a sense of urgency
- Knowledge of Royal Bank systems, including the sales and service platform and RBCNet, will be considered an asset
- In-depth knowledge of the mortgage process and home finance products is an asset

Job Skills

Client Centricity, Communication, Critical Thinking, Curious Mindset

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 R0000192496 on the RBC careers portal.

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