Branch Operations Manager

Requisition	R0000192656
Employer	RBC Dominion Securities Inc.
Canadian locations	Edmonton (Alberta, Canada)
Primary address	199 WEBBER GREENS DR NW, EDMONTON, AB T5T 4K5, Canada
Posted	November 20, 2026
Date in the description	November 13, 2026
Posted deadline	November 30, 2026
Last day to apply	November 29, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The RBC Dominion Securities Management team located in downtown Edmonton is seeking a Branch Operations Manager to join our leadership team! This is a unique opportunity for a motivated, people focused leader who thrives in a high performance environment to work with the Branch Management Team and Advisor teams to develop talent and create a culture of accountability and collaboration. Working closely as part of our Branch Management team, you will play an influential role in shaping the employee experience, strengthening organizational effectiveness and supporting the continued growth and success of the branch. The Branch Operations Manager fulfils a diverse role which includes liaising with internal departments, supporting the implementation of new systems, processes and operational improvements.

Responsibilities

- Work closely with the Branch Executive Team to deliver on the Branch's strategic priorities and long-term vision
- Supervise key human resources functions, including employee relations, pay coordination, vacation planning and HR policy administration
- Lead the employee life cycle, including recruitment, boarding, training, coaching, performance management, recognition and personal development
- Monitor licensing, registration, continuing training and other employee professional requirements
- Provide regular coaching and meaningful feedback; establish clear expectations, promote a culture of individual responsibility and proactively address performance challenges with professionalism, fairness and a solution-oriented approach.
- Contribute to the Branch's administrative activities and functions, including participating in branch operational approvals and reports, assisting in the preparation of branch audit, compliance processes and operational deficiencies

Qualifications

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Requirements

- Canadian Investment Regulatory Exam, CIRE
- Post-secondary education in business, human resources, management, finance or other related disciplines
- Strong organizational, communication and problem-solving skills
- Demonstrated ability to train employees, manage staff and build effective teams
- A professional approach to all situations to create a positive work environment, while adopting high standards and leading with confidence and emotional intelligence
- Ability to take charge, be proactive, resourceful and contribute to something greater than your individual role
- Experience in people leadership, employee development, human resources or operational management

Assets

- Knowledge of RBC Dominion Securities Systems and Procedures, an asset
- Knowledge of the heritage management industry, regulatory requirements and branch operations

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 including flexible premiums and benefits, competitive remuneration, commissions and inventory, if applicable
- Leaders who support your development through coaching and opportunity management
- Ability to make a difference and have a lasting impact
- Working in a dynamic, collaborative, progressive and efficient team
- A world-class financial services training program

Job Skills

Adaptability, Banking products, Banking, Communication, Cross-selling, Customer interactions, Customer needs, Problem management, Key Operations

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 R0000192656 on the RBC careers portal.

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