RBC Advisor

Requisition	R0000192850
Employer	Royal Bank of Canada
Canadian locations	Guelph (Ontario, Canada)
Primary address	5 WOODLAWN RD W, GUELPH, ON N1H 1G8, Canada
Posted	November 18, 2026
Last day to apply	November 26, 2026
Posted deadline	November 27, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

With client expectations shifting in today’s digital world, we’ve been on a journey to transform our bank. Leveraging new technologies and creating an exceptional digital client experience is only part of our strategy. We fundamentally believe that to stay connected with our customers and maintain relevance, we need to reimagine the role we play in our clients’ lives, adding value in the moments that matter.

RBC's first point of contact in retail banking, RBC is a highly engaged and experienced customer experience advisor with advanced research and problem-solving skills, who personally helps clients find simple banking solutions and offers warm introductions to the right RBC partner to meet more complex banking needs.

Responsibilities

- Using empathy and hospitality skills, proactively welcome and engage clients when entering a RBC venue
- Listen actively to discover the reason for their visit, take charge of the needs of the customers and resolve concerns at the first point of contact
- Help clients meet their immediate daily banking needs by using RBC's best-performing digital platforms, while respecting customer preferences
- Engage in discovery conversations to understand client needs, by responding to appropriate simple advice, solutions and services
- Provide client-centric advice as you open accounts, assist clients to fulfill on pre-approved credit solutions and authorized non registered term investments
- Contribute to a collective team success culture by discovering opportunities to present RBC partners to meet the more complex needs of clients
- Managing risks by following routines, processes and compliance controls to protect the interests of customers and shareholders in each interaction with customers

Qualifications

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Requirements

- A passion for hosting an exceptional customer experience
- Curiosity, emotional intelligence and empathic communication skills
- Digital literacy on a wide range of devices (e.g. smartphones, tablets, laptops, etc.)
- Personal flexibility to work flexible hours
- Self-motivated aspiration to learn and be determined to succeed

Assets

- Experience in the financial or service sector

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 with flexible premiums and benefits, and competitive pay
- A world-class financial services training programme
- Excellent professional development and access to a variety of job opportunities in businesses and geographies
- Managers who coach employees and help them find opportunities to develop.
- Join a collaborative team that works at a high standard and looks for new ways to improve.

Job Skills

Adaptability, Advice-based solutions, Customer center, Customer discovery, Communication, Curious Mindset, Data analysis, Digital literacy

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 R0000192850 on the RBC careers portal.

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