Client Implementation Officer

Requisition	R0000193105
Employer	Royal Bank of Canada
Canadian locations	Vancouver (Colombie-Britannique, Canada)
Primary address	1025 GEORGIA ST W, VANCOUVER, BC V6E 3N9, Canada
Posted	November 19, 2026
Last day to apply	December 18, 2026
Posted deadline	December 19, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

RBC's role as a client implementation officer (cash management) is your opportunity to become a critical member of the implementation team, where you will lead an exceptional customer experience for businesses. Your main objective will be to lead business clients and businesses through the end-to-end implementation and integration process, ensuring the seamless delivery of custom solutions for core cash management products.

This opportunity is ideal for those who thrive in a team environment with a collaborative focus on delivering an exceptional customer experience. Prior experience in the financial services sector serving business clients and a high level of comfort in working with multiple internal partners are important to the success of this role.

Responsibilities

- Lead multiple product implementation cases, ensuring clients, on board and implementation of progress plans in line with established expectations
- Effectively involve partners in treasury management operations for activities essential to support the implementation process.
- Work with an expanded commercial bank implementation and integration team to identify, plan and provide an exceptional implementation plan for clients and perspectives based on a thorough knowledge of the client's operational needs.
- Ensure that clients have clarity and confidence in their products, services and support available and facilitate a smooth transition to service partners once implementation is complete.
- Develop a thorough understanding of the suite of core cash management products by understanding how each product can enable companies to meet their specific needs.
- Analyze client requirements to understand their unique needs in developing and implementing a custom implementation plan.

Qualifications

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Requirements

- 1-2 years of excellence demonstrated in a financial service role that involves interactions with business clients
- Strong capacity for critical thinking, communication and collaboration.
- Demonstrated business performance skills and ability to provide useful advice
- Proven track record of delivering an exceptional client experience.
- Experience in new communications and technologies (i.e. web meetings, social media, digital banking and mobile applications).

Assets

- Experience in cash management in advisory services or implementation
- Post-secondary education at the college or university level in business administration or preferred financial management e.g. BBA, B. de Commerce or equivalent work experience

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 performance-based premiums, flexible benefits and competitive pay
- 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.
- A world-class financial services training programme

Job Skills

Adaptability, critical thinking, client service, decision-making, interpersonal relations management, operational delivery, process improvement, time management

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.

Search for requisition R0000193105 on the RBC careers portal.

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