Senior Client Implementation Lead

Requisition	R0000193271
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	16 YORK ST, TORONTO, ON M5J 0E6, Canada
Posted	November 23, 2026
Last day to apply	December 6, 2026
Posted deadline	December 7, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The role of the Head of Client Implementation (Cash Management) is your opportunity to become a critical member of the implementation team, where you will conduct exceptional customer experiences for businesses. Your main objective will be to lead business clients and businesses through the end-to-end implementation and integration process, ensuring the transparent delivery of custom solutions that include complex 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 with expertise in cash management and a high level of comfort in interaction with customers are important for the success of this role.

Responsibilities

- Lead several complex product implementation cases, ensuring that clients advance boarding and implementation plans in line with established expectations
- Effective engagement of partners for key activities in support of the implementation process
- Work with a broader implementation and integration team in the commercial banking sector to identify, plan and deliver 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 all 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

- Bilingualism (English and French) is required as you will serve our clients regularly and work with RBC partners and/or employees across Canada with English and French needs.
- At least 5 years of excellence demonstrated in a financial service role that involved interactions with clients focused on implementation or treasury management advice.
- 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

- 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.

- Ability to make a difference and have a lasting impact
- Working in a dynamic, collaborative, progressive and efficient team
- Opportunities to do difficult work

Job Skills

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 R0000193271 on the RBC careers portal.

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