Specialist Operations II

Requisition	R0000193278
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 23, 2026
Last day to apply	December 6, 2026
Posted deadline	December 7, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

In this role, you will perform daily oversight activities for complex exception based processes to validate department and systems processes are executing as designed and escalate issues as appropriate for the Client Reporting & Vendor Relationships team under Production Services. In addition, you will provide analysis, processing, and customer service support for manual, exception-based complex and/or highly specialized Operation's processes.

You will review, verify and record data in technology systems that support departmental processes by ensuring that all firm regulatory and policy requirements are met. In addition, you will conduct research, research or research on information requested for other business sectors, RBC business units, external clients or industry participants.

You will deal with increasing issues independently by requesting the assistance of the manager, following procedures established by the department, which includes increased risk elements that are managed through operational reviews, system audits and compliance with procedures.

Responsibilities

- Conduct daily departmental oversight activities for complex exception-based processes to validate system processes are conducted as planned. Run and analyze reports when needed to resolve exceptions by ensuring compliance with all firm regulatory and policy requirements. (35%)
- Liaise and provide customer service support for individuals requiring research, problem resolution, or securing information from other Operation's departments, RBC Business Units, external customers or industry participants. Address escalated questions independently; seeking assistance from Manager or Senior Manager as appropriate following established department procedures. (30%)
- To reduce risk or increase efficiency by suggesting process changes and system changes. To participate in testing and implementing new systems and processes when needed (15%).
- Train and act as a resource for less experienced Operation team members (10%).
- Provide accurate analysis and processing support for manual, exceptional, complex and/or highly specialized processes within a specific department of the Operation Review, verify and/or accurately record data in departmental processes supporting technology (5%).
- Perform other duties and responsibilities, depending on assignment. (5%)

Qualifications

Must haves

- 4 years diploma from a university accredited or equivalent OR Secondary school diploma or equivalent AND 3 years and more of qualifications, banking services, technology and/or industry-specific professional experience
- 1 year and over before securities, banks, technology industry and/or employment-related industry

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- Ability to effectively train, lead and provide work direction to others
- Ability to handle multiple priorities in a fast paced and deadline driven environment
- Proficient computer skills in Windows-based software products including Word, Excel, Access and Outlook
- Strong organizational knowledge with an operational mindset; including products, processes, systems and regulatory needs and/or clients
- Strong interpersonal, verbal and written communication skills, with the ability to work effectively with all levels of staff and management
- Strong problem identification, problem analysis and resolution skills to support increased problem resolution and/or monitoring requirements associated with complex, exception-based processes

Assets

- Project management experience
- A good understanding of banking and underlying technologies
- Understanding of client statements on paper and electronic

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 total compensation program with competitive pay, bonuses and flexible benefits, plus commissions and stock where applicable.
- Managers who coach employees and help them find opportunities to develop.
- Ability to make a difference and have a lasting impact.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Flexible work/life balance options.
- Opportunities to do challenging work.
- Opportunities to assume progressively greater responsibilities.
- Access to a variety of job opportunities across business.

Job Skills

Communication, critical thinking, client service, 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.

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 R0000193278 on the RBC careers portal.

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