Client Advisor - Bilingual (French)

Requisition	R0000193374
Employer	RBC
Canadian locations	Clarence-Rockland (Ontario, Canada)
Primary address	2864 LAURIER ST, CLARENCE-ROCKLAND, ON K4K 1A3, Canada
Posted	November 24, 2026
Last day to apply	December 8, 2026
Posted deadline	December 9, 2026
Business area	PERSONAL & COMMERCIAL BANKING
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

This unique position calls on your client-focused sales expertise and natural problem-solving skills to maximize each client interaction. Specifically, you help clients with their everyday banking, As an RBC ambassador, you add value in the moments that matter most to clients and collaborate with RBC partners to help clients achieve their goals. Whether you’re demonstrating to a client how to use digital banking, on-boarding a new client, or referring a complex opportunity to a specialist, your expertise will contribute to creating meaningful and memorable client experiences to drive client satisfaction and loyalty.

Responsibilities

- Proactively engage with clients in all areas of the branch and in the community, uncovering banking needs, providing help and advice, along with identifying sales and referral opportunities
- Focus on customer training and demonstration, leverage technology to provide a memorable customer experience, boost sales and maintain business
- Respond to customer contacts, helping them to perform a range of financial transactions
- Listen actively and engage clients in conversation to better understand their individual needs
- Proactively take ownership of resolving and preventing client banking problems
- Growing and maintaining relationships with partners to maximize opportunities for cases and referrals

Qualifications

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Requirements

- Bilingualism (English and French) is required, as you will serve our clients regularly with English and French speaking needs
- Demonstrated passion to put customers first, along with success in a practical and target-oriented sales environment
- Human Problem Solving and Skills, with the ability to build strong relationships and proactively communicate with clients
- Flexibility, eagerness to learn, strong personal ethics and hunger for success
- Digital knowledge on a wide range of devices (e.g. smartphones, tablets, laptops, etc.)
- Must be able to work every hour of the day

Assets

- Track record in building rapport and maintaining client relationships within the financial or service industry
- Mutual fund accreditation (i.e., Canadian investment funds or the Canadian securities course)

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 R0000193374 on the RBC careers portal.

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