Middle Office Associate

Requisition	R0000193380
Employer	RBC Investor Services Trust
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 24, 2026
Last day to apply	December 1, 2026
Posted deadline	December 2, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

This role sits centrally between our clients and our internal teams. You will be supporting clients invested in derivative products by managing their exposure through collateral on behalf of the client. You will process daily margin calls and collateral movements, work with brokers and counterparties, and manage coupon payments and related cash flows. Familiarity with derivatives, collateral, and margin processes such as CSAs and initial and variation margin is preferred, along with an understanding of custody, clearing, and settlement principles. Experience with collateral management or derivatives operations systems is an asset. The environment is fast-paced and deadline-driven, with daily margin cycles that demand precision, and strong communication skills are essential given the frequent interaction with clients, brokers, and internal teams.

Responsibilities

- Provide precise margin call and guarantee processing with precision, speed and completeness within the market's time frame
- Provide high-level service by responding quickly and accurately to daily requests and requests. Respond to specific requests received by email, request tracking system or telephone
- Provide clients with reliable support at the level of intermediaries who control their derivatives exposures
- Quickly resolve collateral disputes and cash gaps, with detailed attention to each stage
- Advise the manager on all important issues, increase immediate concerns/risks for the management team, as appropriate
- Maintain robust controls and documents to ensure robust and accurate completion of procedures

What will you need to succeed?

Requirements

- Minimum experience of 2 years in mediation, guarantee or settlement operations, including practical work with claims for settlement or custody
- Practical knowledge of derivative guarantee processes, including SAAs, initial margin and margin of variation
- Be able to work on your own, take initiatives and support business demands, including occasional overtime and statutory holidays
- Strong skills in analysis and problem solving, with multitasking capacity and close daily margin times
- Excellent verbal and written communication, with good interpersonal skills to work with clients, brokers and internal teams
- University or college degree in business administration, finance or equivalent, with expertise in Microsoft Word, Excel and PowerPoint

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Assets

- Familiarization with investor service systems and platforms
- Experience of security or derivatives management platforms
- Recognized financial industry qualifications (i.e. CSC, CFA, IFIC, etc.)

Pay and benefits

- A total rewards program that includes flexible benefits, work-life balance and professional development programs, investment and retirement savings plans
- Competitive remuneration and high earning potential
- All the tools, training and team support you need to develop your career
- Flexible work-life balance options
- RBCI software tools to increase your productivity

RBC is a successful organization that brings out the best of its employees. You will be part of a team that shares common values, including fundamental respect for each other. At the heart of this process, RBC respects the many competing and evolving priorities of our lives, so you can focus on what you can do best, putting customers first.

Job Skills

Active Learning, Adaptability, Customer Service, Critical Thought, Client Engagement, Customer Service, Decision-making, Operational Delivery, Problem Resolution, Process Improvements

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

Compensation for this position (including salary and discretionary/variable payments) will be determined by factors, including but not limited to candidate's experience, skills, registration status, performance, individual goals, market conditions, and business needs.

Pay Range

The expected pay range for this position is

$67,000.00 - $110,000.00

The pay scale provided is that of the principal workplace mentioned in the Additional Employment Details section of this assignment. Pay scales may vary depending on location. If the assignment lists several locations, a recruiter can confirm the availability of the relevant role and pay scale for the additional locations listed. RBC supports pay transparency and we strive to ensure that all pay scales are competitive, fair and equitable.

You have the potential to win RBC's discretionary variable pay program, which gives you the opportunity to increase your total pay, provided that businesses meet their performance targets and achieve your individual goals.

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 R0000193380 on the RBC careers portal.

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