Mutual Fund Operations Analyst

Requisition	R0000193576
Employer	Phillips, Hager & North Investment Management Ltd.
Canadian locations	Vancouver (Colombie-Britannique, Canada)
Primary address	1025 GEORGIA ST W, VANCOUVER, BC V6E 3N9, Canada
Posted	November 25, 2026
Last day to apply	December 9, 2026
Posted deadline	December 10, 2026
Business area	WEALTH MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Join RBC Investor Services within the Client Services Operations team as a Mutual Fund Operations Analyst. You'll support PH&N Investment Services and PH&N Institutional business units within RBC from our dynamic back-office located in Vancouver, British Columbia. Working alongside a collaborative team, you'll combine technical problem-solving with operational expertise to keep our mutual fund operations running smoothly and ensure our clients receive excellent service.

Responsibilities

Support Regulatory & Client Reporting (45%)

- Help with the preparation and delivery of client income tax returns for both registered and non-registered mutual fund accounts (including T3/T5 slips, T4 income slips, contribution receipts)
- Ensure timely and accurate Client Reporting is generated and delivered to our clients to satisfy regulatory obligations

Provide demand support (30%)

- Troubleshoot and support core mutual fund applications used by the RBC IS team members
- Test third-party software, understand how the software affects RBC business units and communicate impact to internal teams
- Become a reference resource for application and optimization issues

Build automation solutions and improve operations (25%)

- Understand technical applications, systems architecture, and emerging technologies (AI, RPA, digital platforms). Translate technical possibilities into operational improvements and speak fluently with technology partners
- Identify operational challenges and recommend and implement creative solutions – contributing to continuous improvement, productivity increase, error reduction and documented solutions

Qualifications

Requirements

- Minimum 2 years in a back-office environment or fast-paced operations
- Understanding the tax and regulatory declaration of mutual fund clients
- Intermediate to advanced Excel and SQL skills (Creation/editing of SQL queries, VBA scripts, & Macro code.)

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- Practical experience with AI, robotic process automation (RPA) or digital workflow technologies to improve complex processes
- Strong comfort with technology and the desire to solve operational challenges
- Ability to analyse problems and recommend and implement practical solutions

Assets

- Project management or vendor management
- Quality assurance or software test experience
- Familiarity with LTM Canada applications (Unitrax/DCCM)
- Post-secondary education in a related field

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 programme including flexible premiums and benefits, competitive remuneration, commissions and stocks, where applicable
- Leaders who support your development through coaching and managing opportunities
- Ability to make a difference and have a lasting impact
- Working in a dynamic, collaborative, progressive and efficient team
- Flexible work-life balance options
- Opportunities to do difficult work
- Opportunities to take on progressively greater accountabilities
- Access to a variety of job opportunities in enterprises and geographies

Job Skills

Active Learning, Adaptability, Business Assessments, Critical Thought, Customer Service, Decision-making, Effectiveness Measurement, Business Delivery, Process Improvements

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 R0000193576 on the RBC careers portal.

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