R-0000120953 Senior Trust Officer,

90 SPARKS ST:OTTAWA, Royal Bank of Canada

RBC Royal Trust

Job description

What is the opportunity?

As Senior Trust Officer you will be responsible for retaining and growing the book of business, as well as dealing with client issues of varying complexity and ensuring the delivery of quality client service. In this dynamic role, you are expected to develop client relationships, deliver quality client service and identify clients’ needs as well as provide solutions through the sale or referral of RBC products and services.

What will you do?

- Responsible for the timely and efficient administration of trusts while providing a superior client experience
- Responsible for the resolution of all operational, technical and discretionary issues encountered in the management of the officer's book of estates
- While maintaining an effective level of communication with key team players, you will continue to deliver an optimal customer service experience
- Promote Royal Trust (RT) Services to the RBC Financial Planning Network by identifying client needs and provide solutions through the sale of RT Services
- Ensure that clients strategic objectives are met; review and document a client action plan for each unique situation
- Responsible for executing nationally consistent activities to promote and raise awareness of RT’s offerings
- Maintain an ongoing pipeline of new business opportunities for RT. Identifying new business and referral opportunities for RBC Wealth Management & RBC through existing relationships
- Using your ability to partner successfully with internal and external clients, you will endeavor to meet and exceed key objectives

- Produces trust reports for internal or external clients.
- Develops investment objectives for assigned accounts while adhering to banking compliance procedures.
- Promotes the full breadth of the fiduciary platform, such as general fiduciary, taxes, and special assets, in order to grow the fiduciary business within the banking industry.
- Oversees client profitability, marketing plans, risk management and the resolution of legal and compliance related issues. Initiates and develops new relationships with clients.

What do you need to succeed?

Must Have's

- University Degree or equivalent
- 1-3 years of experience in the estate and trust industry with strong knowledge of estate and related administration
- TEP Designation
- Ability to travel within area
- Demonstrated ability in managing family dynamics during the grieving process

Nice to Have's

- 1- 3 years of proven sales experience, including funnel management, tools and tracking
- Bilingual - English and French

What's in it for you?

- A comprehensive Total Rewards Program including bonuses, flexible benefits and competitive compensation
- Leaders who support your development through coaching and managing opportunities
- Work in a dynamic, collaborative, progressive, and high-performing team
- Opportunities to do challenging work
- Opportunities to take on progressively greater accountabilities and advance your career within RBC Royal Trust
- Ability to make a difference and lasting impact for our clients and our business

About the employer

Royal Bank of Canada is a global financial institution with a purpose-driven, principles-led approach to delivering leading performance. Our success comes from the 84,000+

employees who bring our vision, values and strategy to life so we can help our clients thrive and communities prosper. As Canada's biggest bank, and one of the largest in the world based on market capitalization, we have a diversified business model with a focus on innovation and providing exceptional experiences to more than 16 million clients in Canada, the U.S. and 34 other countries. Learn more at rbc.com.

We are proud to support a broad range of community initiatives through donations, community investments and employee volunteer activities. See how at rbc.com/community-social-impact.

To apply to this position - send your Resume/CV via email to Lisa Khan @ lisa.k.khan@rbc.com