

## **Trust Officer**

### **What is the opportunity?**

As an RBC Royal Trust, Trust Officer, you will be working within the Regional Support Team. You will be responsible for managing a book of Trusts, Power of Attorney, Guardianship and Agency accounts which may vary in complexity. You will be primarily accountable for day to day administration and managing client service needs.

Please visit: <https://royaltrust.rbcwealthmanagement.com> for more information.

### **What will you do?**

- Build and maintain relationships with clients, beneficiaries and co-trustees. Accountable for ensuring effective administration of your account book.
- Identify client needs and assisting clients with solutions through the sale of Royal Trust Services, while promoting and demonstrating the overall corporate objectives, vision and values of RBC
- Develop and maintain strong working relationship within Royal Trust Services and with RBC partners, while demonstrating ability to balance needs of the client, employee and shareholder
- Proactively maintain timely written, verbal and electronic communication with clients and key internal partners and contacts
- Identify, investigate and resolve all inquiries, administrative errors, etc. as required, and refer more complex administrative issues to the Team Leader.
- Demonstrate a personal commitment to ensure skills/knowledge/ accreditations are up-to-date and meet position requirements.
- Maintain awareness of opportunities to determine areas of operational risk or potential losses. Recommend and implement action plans to address and/or correct those issues identified.
- Leverage the use of technology to maximize efficiencies and ensures that all files are appropriately documented.

### **What do you need to succeed?**

#### **Must Have**

- 1-3 years' experience in a similar role
- University Degree or equivalent
- Strong client service and interpersonal skills. Strong verbal and written communication skills
- Demonstrated ability in managing family dynamics. Strong knowledge of estate and related administration
- Ability to travel within area
- Strong, personal integrity and credibility, strong attention to detail, passionate about creating legendary client experiences at every opportunity, and also strong ability to uncover needs that are not articulated or clearly expressed by the client

#### **Nice to Have**

- 3 years' experience in the Banking or Investment Industry
- Successful completion, or enrollment in Society of Trusts & Estates Program (STEP) or Certificate in Estate and Trust Administration (CETA).
- Successful completion of CSC ( Canadian Securities Course)

### **What's in it for you?**

We thrive on the challenge to be our best, progressive thinking to keep growing, and working together to deliver trusted advice to help our clients thrive and communities prosper. We care about each other, reaching our potential, making a difference to our communities, and achieving success that is mutual.

- A comprehensive Total Rewards Program including bonuses and flexible benefits, competitive compensation, commissions, and stock where applicable
- Leaders who support your development through coaching and managing opportunities
- Ability to make a difference and lasting impact
- Work in a dynamic, collaborative, progressive, and high-performing team
- Opportunities to do challenging work
- Opportunities to take on progressively greater accountabilities

Please apply on line at: <https://jobs.rbc.com/ca/en/search-results?keywords=200926>

### **About RBC**

Royal Bank of Canada is Canada's largest bank, and one of the largest banks in the world, based on market capitalization. We are one of North America's leading diversified financial services companies, and provide personal and commercial banking, wealth management, insurance, investor services and capital markets products and services on a global basis. We have over 80,000 full- and part-time employees who serve more than 16 million personal, business, public sector and institutional clients through offices in Canada, the U.S. and 37 other countries. For more information, please visit [rbc.com](http://rbc.com).

### **Join our Talent Community**

Stay in-the-know about great career opportunities at RBC. Sign up and get customized info on our latest jobs, career tips and Recruitment events that matter to you.

Expand your limits and create a new future together at RBC. Find out how we use our passion and drive to enhance the well-being of our clients and communities at [rbc.com/careers](http://rbc.com/careers).

### **Inclusion and Equal Opportunity Employment**

RBC is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans status,

Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations during the application process are available upon request.

**JOB SUMMARY**

**City:** Ottawa

**Address:** 90 Sparks St.

**Work Hours/Week:** 37.5

**Work Environment:** Office

**Employment Type:** Permanent

**Career Level:** Experienced Hire/Professional

**Pay Type:** Salary + Variable Bonus

**Required Travel(%):** 0-25

**Exempt/Non-Exempt:** N/A

**People Manager:** No

**Application Deadline:** 11/15/2019

**Req ID:** 200926