

## **Trust Administrator**

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

As Trust Administrator with Royal Trust, you will provide timely and accurate support to our valued clients in respect to all aspects of estate and/or trust administration. You will effectively administer estate and/or trust accounts and assist with client queries while maintaining high standards of client service, quality control and operational efficiency.

By joining Royal Trust, you will have direct impact on improving the lives of clients by helping settle their estates, protecting their legacies, and improving the communities in which they live. We are a team committed to helping clients achieve peace of mind now and for the future.

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

- Support a Trust Officer in the administration of a book of estate and/or trust accounts
- Assist Officers in all administrative functions
- Ensure all account information on internal systems is up-to-date, complete, and accurate
- Maintain all written, verbal and electronic communication as required with internal and external contacts
- Investigate all inquiries and administrative errors and refer more complex issues to the Senior Officer
- Understand and follow all RBC processes and policies as required
- Promptly respond to client calls in the absence of the Trust Officer, addressing client inquiries in a professional manner

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

#### **Must Have**

- Minimum of one year of experience in the Financial Services industry
- Post-secondary education in a related field
- STEP CETA1: Foundations & Trust Administration or willingness to obtain within 12 months
- Intermediate to advanced Excel and Word skills
- Excellent interpersonal and communication skills (written/verbal) and ability to deal with sensitive and difficult client situations in a professional manner
- Strong organizational skills, high attention to detail and solid follow-through capabilities
- Strong teamwork and relationship building skills, as success is dependent on working in co-operation with others

#### **Nice to Have**

- CSI or STEP Estate & Trust related courses
- 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
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- 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=200924>

### 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).

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### 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 Street

**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:** 200924