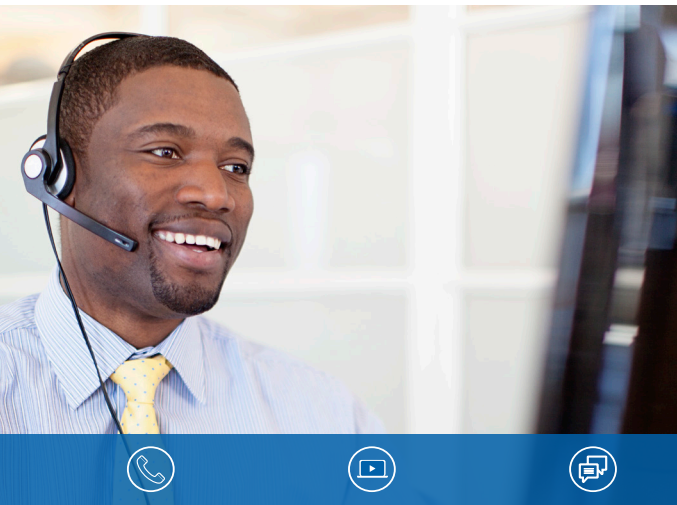




Own The Moment | RBC Advice Centre

Build a rewarding future with every conversation



What is a Customer Service Representative?

A Customer Service Representative at RBC® Advice Centre and Digital Advice Centre is the voice of RBC. Always calm under pressure, always helpful, always friendly, they act as a banking advisor and deal with clients' needs through various channels. The world is changing, and customers are interacting with us in very different ways and on their terms – whether by phone, email, chat, video, social media or mobile device.

As an important part of our Advice Centre and Digital Advice Centre, you will own the moment with our clients — you will empower our clients and solve their inquiries with care, curiosity and attention to detail, and deliver an exceptional client experience with every conversation.

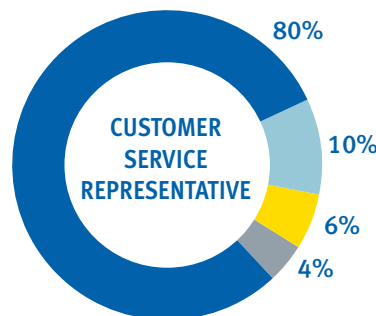
Skills and style we are looking for

A foundation for transformation

We are a digitally enabled relationship bank that values innovation and growth. We invest in your development and actively help you build a thriving career that grows with us.

- Proven customer service skills, preferably in the financial or customer service industry
- Excellent telephone manner, IT literacy and digital knowledge, as well as multi-tasking and problem-solving skills
- A keen interest in mobile and digital devices and an ability to help clients navigate self-serve applications
- Self-motivation and eagerness to learn and succeed

How will you spend your day in Customer Service?



- Delivering best-in-class advice and identifying client needs through omni-channel communications: phone, email, chat and video conferencing
- Resolving client challenges or referring them to a teammate
- Participating in professional development
- Maintaining compliance and risk standards

What we offer you



A world-class training program

Career development, mentorship & growth opportunities



A total rewards package

Bonus, flexible benefits, competitive compensation & incentives as our banking advisor



Work-life balance

Sophisticated scheduling

At RBC our benefits package is built to reflect the principles of choice and flexibility along with shared accountability for success that reflects a belief in winning together.

Hours of operation

To provide the best service for our clients across Canada, the Advice Centres and Digital Advice Centres are open Monday to Sunday.

- **Winnipeg** (1260 Taylor Ave.): 7 a.m. – 12 a.m.
- **Mississauga** (6880 Financial Dr.): 7 a.m. – 12 a.m.
- **Montreal** (7101 Ave du Parc): 6 a.m. – 12 a.m.*
- **Moncton** (1111 St George Blvd.): 7 a.m. – 12 a.m.
- **British Columbia Hubs** (Multiple Locations): 7 a.m. – 12 a.m.

* The Montreal Advice Centre is open 24 hours a day, with regular shift start times: day shifts are 6 a.m. – 12 a.m. and night shifts are 10 p.m. – 8 a.m.

† The Moncton Advice Centre is open 21 hours a day, with regular shift start times: day shifts are 7 a.m. – 12 a.m. and night shifts are 6 p.m. – 4 a.m.