

# **Application Package**

**301 Technical Writing**

**William Jackson**

## **Job Posting**

### **Client Advisor, Personal & Commercial Banking**

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

As an RBC Ambassador inside our branches, you will put clients first and find solutions to their individual needs. You will champion the RBC brand and drive business by supporting new client acquisition and deepening existing relationships. If you have the self-motivation to deliver exceptional customer service and are excited to help clients embrace our digital capabilities,, you can build a great career with us as a future Account Manager/Banking Advisor.

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

- Proactively engage with clients in the branch and deliver an outstanding service experience through completing transactions and by identifying opportunities for advice, solutions, digital enablement and partner introductions
- Focus on education and demonstration, leverage technology to deliver a memorable client experience, drive solutions and retain business
- Contribute to team results by listening and spotting opportunities to offer additional advice, introduce clients to the capability of RBC partners, or personally fulfil client solutions
- Proactively take ownership of resolving and preventing client banking problems
- Cultivate and maintain relationships with partners to work as one RBC team
- Manage risks by adhering to compliance routines, processes, and controls to protect client and shareholder interests while completing transactions

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

##### **Must-have**

- Goal-oriented individual with a demonstrated passion for putting clients first.
- Drive and self-motivation, as well as excellent communication skills and emotional intelligence
- Digital literacy across a broad range of devices (i.e., smartphones, tablets, laptops, etc.)
- Personal flexibility to work flex hours
- Eagerness to learn and determination to succeed
- **Confidence and ability to learn financial concepts and willingness to obtain the Investment Funds in Canada or the Canadian Securities Course**

## Nice-to-have

- **Track record in building rapport and maintaining client relationships within the financial, service or retail industry**
- Mutual Funds accreditation

Is this job right for you? Check out our video and decide for yourself!

## 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
- A world-class training program in financial services
- Excellent career development and access to a variety of job opportunities across business and geographies
- Leaders who support your development through coaching and managing opportunities
- Work in a dynamic, collaborative, progressive, and high-performing team

*At RBC, the health and wellbeing of our employees and candidates is always our top priority.*

## Recruitment Process

COVID-19 has accelerated change across our workplace, including our hiring practices! As a result, throughout your application process, you may be asked to connect with us virtually, and may not be required to meet in-person. Our recruiters will explain how our video-interview technology will be used throughout the recruitment process, and will be on hand to answer any questions you might have.

## Workplace Flexibility

You will be given the opportunity to work from home, if you can be fully productive, and role requirements including regulatory obligations can be satisfied. We are committed to supporting flexible work arrangements, investing in technology or other resources to enable you to work from home effectively, wherever possible.

## Health & Safety

For employees that may be required to work from our premises, we're doing our part to safeguard your health, and taking extra steps to reduce the spread of COVID-19. All RBC premises will allow for required physical distancing requirements, and new routines and resources such as hand sanitizer, antiseptic wipes, masks, or other protective equipment.

**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 [jobs.rbc.com](https://jobs.rbc.com).

**JOB SUMMARY**

**City:** Kanata

**Address:** 500 Hazeldean Road

**Work Hours/Week:** 0

**Work Environment:** Branch

**Employment Type:** Permanent

**Career Level:** Entry Level

**Pay Type:** Salary + Variable Bonus

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

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

**People Manager:** No

**Application Deadline:** 08/11/2021

**Req ID:** 391969

**Platform:** Personal & Commercial Banking

**Ad Code(s):**

[https://jobs.rbc.com/ca/en/job/RBCAA0088391969EXTERNALENCA/Client-Advisor?utm\\_source=Indeed&utm\\_medium=phenom-feeds&utm\\_source=indeed&utm\\_medium=organic\\_job&jobPipeline=Indeed](https://jobs.rbc.com/ca/en/job/RBCAA0088391969EXTERNALENCA/Client-Advisor?utm_source=Indeed&utm_medium=phenom-feeds&utm_source=indeed&utm_medium=organic_job&jobPipeline=Indeed)

William Jackson  
Wcjackson99@gmail.com  
818 Frederick Road  
North Vancouver, BC V7K2Y3

August 4, 2021

RBC  
500 Hazeldean Road, Kanata, Ontario K2L 2B5

Subject: Client Advisor

Dear Hiring Manager,

As an experienced sales associate and customer relations specialist, the posting for the position of Client Advisor piqued my interest. When reviewing the required qualifications for the opportunity, I was thrilled to see that my qualifications and traits match with the sort of candidate you are looking for. As a current, nearly-graduated Bachelor of Arts student, I have attained the traits of dedication and the eagerness to learn, along with becoming a goal-oriented individual.

In my previous employment experiences, I have attained exceptional skills in communication and customer service. Most of my time spent as a sales associate was focused on communicating with clients, solving their problems, providing extraordinary customer service, and building relationships with clients to promote future sales. I believe customer service is built upon the relationship between the service representative and the customer, and not only do I enjoy creating this relationship, but I thrive in doing so.

I have a great interest in attaining experience and knowledge in the banking industry. I believe this interest, along with the skills I have attained from my education and past employers make me an ideal candidate for the position of Client Advisor.

My references will confirm that I am a reliable, self-motivated, adaptable individual, eager to dive headfirst towards new opportunities such as this one.

Please review my resume for specific information regarding my employment history and education. Thank you for any time you spend considering my application.

Respectfully,

A handwritten signature in cursive script that reads "W Jackson".

William Jackson

818 Frederick Road  
North Vancouver, BC V7K 2Y3  
604-306-4867  
Wcjackson99@gmail.com

## WILLIAM JACKSON

**PROFILE** A young student who has experience in multi-tasking and teamwork. Organized, dedicated and ambitious with excellent attention to detail, and thirst for learning. Respected as a proven leader that delivers results and inspires a 'can do' focused team attitude. Looking for a rewarding position where I can further both my experience and knowledge.

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**EDUCATION** **UNIVERSITY OF BRITISH COLUMBIA** 2017- 2021  
Vancouver, British Columbia, Canada  
Bachelor of Arts, Philosophy. GPA 3.30

- Graduating August 2021

**Point Grey Secondary School** 2014 – 2017  
Vancouver, British Columbia, Canada

- Honors Graduate

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**WORK HISTORY** **Sales Associate, *Golftown***  
March 2017 -Present  
Richmond, British Columbia  
Offered quality service to any and all customers in the store and on the phone. Routinely made daily sales goals from \$5-8k. The position required immense product knowledge and the ability to simplify products to customers. Critical thinking and problem solving were also mandatory skills. Extensive amount of organizing products, and cashier skills also used often. Work was done involving Microsoft Office, such as using spreadsheets in Excel for inventory work and online orders.

**Maintenance Worker/Laborer, *Westwood Plateau Golf Club***  
Coquitlam, British Columbia  
April 2019 – September 2019

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Worked as part of a hardworking grounds crew team. Started working on the Golf Course at six in the morning to make sure the course was in pristine condition. Was responsible for many laborious tasks, some of which being cutting pins, greens, and fairways.

**Office Assistant, *Lush Cosmetics***

Vancouver, British Columbia

January 2018 – March 2018

Organized various IT products, like phones, pin pads and computers. Helped systematize the IT office to reduce clutter to improve the offices' comfort and productivity.

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KEY SKILLS AND  
CHARACTERISTICS

- Critical Thinking
- Leadership
- Problem Solving
- Adaptability
- Customer Service Skills
- Microsoft Office (Excel, Word, PowerPoint)
- Inventory Skills

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ACTIVITIES AND  
INTERESTS

LITERATURE

- Mainly Philosophy books and world news.

ATHLETICS

- An avid Golfer and an athlete of many sports, including soccer, basketball, and weightlifting.
- Awarded Athlete of the Year in Senior year of High School

OUTDOORS

- Strong passion for the outdoors; love to hike and camp all over the mountains.

TRAVEL

- Love to see new places in the world and learn about new history, cultures, and cuisines.

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REFERENCES

AVAILABLE UPON REQUEST

William Jackson  
Wcjackson99@gmail.com  
818 Frederick Road  
North Vancouver, BC V7K2Y3

August 4, 2021

Mr. Derrick Tiu  
General Manager, Richmond Golftown  
9751 Bridgeport Road, Richmond, BC V6X 1S3

Dear Derrick,

I am writing to ask you if you would be willing to be one of my references for a position I have recently applied for at RBC. I have been employed by Golf Town between the years 2016-2021, and during this time I have gained and enhanced multiple skills necessary for this new opportunity. My experience at Golf Town allowed me to work within a dynamic team, building on my teamworking abilities and creating great leadership qualities.

I am currently completing my bachelor's degree in philosophy at the University of British Columbia, which has given me the skills to problem-solve and excellent communication skills. With my skills attained from my education, combined with my experience working along side you in sales, I believe I have the skills required to be successful in this new opportunity.

A good word from yourself will go a long way in the hiring process. I appreciate any consideration you give towards being a possible reference for myself. I hope to create a list of references by August 26, 2021.

Please do let me know if there is any information I can assist you with, or any questions you may have about the process.

As always, thank you for your time and consideration.

Respectfully,

A handwritten signature in cursive script that reads "W Jackson".

William Jackson

William Jackson  
Wcjackson99@gmail.com  
818 Frederick Road  
North Vancouver, BC V7K2Y3

August 4, 2021

Mr. Nigel Chang  
Assistant Manager, Richmond Golftown  
9751 Bridgeport Road, Richmond, BC V6X 1S3

Dear Nigel,

I am writing to ask you if you would be willing to be one of my references for a position I have recently applied for at RBC. I have been employed by Golf Town between the years 2016-2021, and during this time I have gained and enhanced multiple skills necessary for this new opportunity. My experience at Golf Town was especially special as you mentored me throughout my journey. I learned valuable leadership skills, people skills, sales techniques and more all by following your lead. You know all the skills and qualities I have learned at my time at Golf Town because you are the one who taught them all to me.

I am currently completing my bachelor's degree in philosophy at the University of British Columbia, which has given me the skills to problem-solve and excellent communication skills. With my skills attained from my education, combined with my experience working along side you in sales, I believe I have the skills required to be successful in this new opportunity.

I appreciate any consideration you give towards being a possible reference for myself. I hope to create a list of references by August 26, 2021.

Please do let me know if there is any information I can assist you with, or any questions you may have about the process.

As always, thank you for your time and consideration.

Respectfully,

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William Jackson

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North Vancouver, BC V7K2Y3

August 4, 2021

Mrs. Kim Dahl  
Turf Care Manager, Westwood Plateau Golf Club  
3251 Plateau Blvd, Coquitlam BC V3E3B8

Dear Kim,

I am writing to ask you if you would be willing to be one of my references for a position I have recently applied for at RBC. I worked under yourself at Westwood Plateau Golf Club for 4 months in 2019, and during my time I picked up useful skills I can use in this new opportunity. I was able to learn and grow my abilities of dedication and diligence. Working on the turf care team is no easy task, as there is a lot of tough labor which taught me these skills.

I am currently completing my bachelor's degree in philosophy at the University of British Columbia, which has given me the skills to problem-solve and excellent communication skills. With my skills attained from my education, combined with my experience working along side you in sales, I believe I have the skills required to be successful in this new opportunity.

I appreciate any consideration you give towards being a possible reference for myself. I hope to create a list of references by August 26, 2021.

Please do let me know if there is any information I can assist you with, or any questions you may have about the process.

As always, thank you for your time and consideration.

Respectfully,

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William Jackson