



Frequently Asked Questions

Application Questions

- 1) **How do I check the status of my application?**
You can sign in to your candidate profile at <https://jobs.rbc.com> and select "View Profile".
- 2) **I would like to change who I have selected as my referring employee; how can I do that?**
Once you have submitted your application you will be unable to make this change. If you are successfully hired, please inform the recruiter and he/she will update the application for you.
- 3) **I do not see an option to attach a cover letter?**
Cover letters are not required but if you would like to attach one, please include it as part of your resume.
- 4) **Do my previous cover letters and resumes get overwritten by my latest submission?**
The cover letters and resumes that you have used for previous applications will not be affected. However, your candidate profile will be updated with the latest version of these documents.
- 5) **How do I remove attachments that are listed in the "Other Attachments" field?**
 - (A) If you have not submitted your application, then you can select the link adjacent to the "Other Attachments" label and simply select the delete option.
 - (B) If you have submitted your application however, the application is considered locked and you will not be able to make further changes to your application, including removing attachments you have submitted.
- 6) **How can I arrange a meeting with the recruiter and hiring manager responsible for the role I'm interested in?**
The recruiter and hiring manager will not meet with candidates at the beginning of the recruitment process. However, if you are shortlisted for the role, the recruiter will contact you for an interview.
- 7) **How do I find out the name of the hiring manager so I can address my cover letter to them?**
The best strategy is to simply address your cover letter to "Dear Hiring Manager".

General Questions

- 8) **Where should I look for positions in specific divisions?**
Please visit <https://jobs.rbc.com> and select "All Opportunities" listed under "Featured Job Opportunities" and filter by division.
- 9) **There is no job that interests me right now but I would like to submit my resume. Who can I send it to?**
Join our Talent Community at <https://jobs.rbc.com> to keep you informed about upcoming events and create a job agent to be notified of opportunities that match your interests.



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10) I am interested in entry level roles, how do I find them on your Careers site?

Please visit <https://jobs.rbc.com> and, in quotations, type "Entry Level" in the keyword search box. It will give you a listing of all jobs in RBC that have been classified as entry level. You can also further narrow your search by putting a preferred location in the location search box.

11) Where should I look for student and new graduate opportunities?

Please visit <https://jobs.rbc.com> and select "Students and New Graduates" listed under "Featured Job Opportunities" at the bottom of the page.

Security Questions

12) I received a job offer without having interviewed for the position and was asked to provide my online banking information. What should I do if I'm convinced that I'm a victim of fraud?

If you are concerned you may have been the victim of fraud or have had concerns about account security, visit our [Email & Website Fraud Page](#) for instructions.

Technical Questions

Please email rbccareers@rbc.com for help with any of the following **technical** questions/concerns:

- I cannot apply to a job
- I cannot sign in to my profile on the careers site
- I have received an error message when submitting my application
- I cannot respond to a multiple choice question because there are no responses
- I am not able to access a job posting
- I cannot upload my resume and/or cover letter
- I cannot see/access the "View Profile" button even though I know I have applied to a job