

Riverview Medical Group
6420 Beatty Line, Suite 203
Fergus, ON
Email: riverviewmedicalgroup@gmail.com
October 16, 2026

Full-Time Reception/Administrative Support

The successful candidate will:

- Ensure excellence in patient care, including mutual respect and honesty.
- Work together to enhance the current level of primary health care.
- Act responsibly and professionally.
- Be able to problem-solve and work independently.

Position Responsibilities:

- Greet patients and direct them appropriately.
- Obtain patient information.
- Answer, screen, and transfer telephone calls.
- Receive, sort, and deliver incoming mail, faxes, courier items, and supplies deliveries.
- Confirm and book patients into predetermined appointments.
- Work in accordance with the policies and procedures established by Riverview Medical Group.
- Assist with scanning and entering reports into the EMR.
- Welcome patients in person and by telephone, and answer or direct inquiries appropriately.
- Maintain patient confidentiality.
- Ensure equipment is operated according to the manufacturer's instructions.
- Attend educational workshops and relevant training seminars and programs as required.
- Perform other incidental duties and responsibilities as assigned.

Position Requirements:

- Ontario Secondary School Graduation Diploma or equivalent.
- A minimum of 2–3 years of administrative support experience in a health care setting is preferred.
- Proficiency in English; a second language is an asset.
- Excellent oral and written communication skills and problem-solving abilities.
- Proficiency in computer use, communication, and phone systems.
- Ability to handle difficult situations as they arise and to be diplomatic, tactful, and discreet when working with patients and their family members.
- Professional appearance and a clear, pleasant-speaking voice.
- Ability to multitask in a fast-paced environment.