



## VACANCY

<b>Job Title</b>	Head of Reception/ Admin Supervisor
<b>Division</b>	Hospital
<b>Location</b>	Johannesburg Surgical Hospital
<b>Reporting Structure</b>	Patient Services Manager

### Job Summary

The Head of Reception/Admin Supervisor plays a crucial role in ensuring the efficient and customer-focused operation of the administrative and reception departments. Your leadership and management skills will contribute to Johannesburg Surgical Hospital's reputation for excellent patient care and satisfaction. By maintaining compliance with regulations and industry standards, you will help uphold the hospital's integrity and build trust with patients and their families. Your dedication to continuous improvement and teamwork will be instrumental in achieving the hospital's strategic goals and maintaining its position as a leading healthcare provider in the region.

### Requirements

- Proven experience in a supervisory or managerial role in the administrative or reception department, preferably within a healthcare setting.
- Strong leadership and organizational skills to effectively manage a team of receptionists and administrative staff.
- Excellent communication and interpersonal abilities to interact with patients, visitors, and staff in a professional and empathetic manner.
- Demonstrated ability to handle challenging situations with tact and composure, maintaining a customer-centric approach.
- Proficient in using office software and hospital management systems to handle administrative tasks efficiently.
- Strong problem-solving skills to resolve conflicts, address patient complaints, and manage day-to-day operational challenges.
- High level of attention to detail to ensure accuracy in administrative processes and patient records.
- Knowledge of healthcare regulations and compliance to ensure adherence to industry standards and patient confidentiality.

### Qualifications

- Certificate in business administration, Healthcare Management, or a related field. A combination of education and relevant work experience will be considered.
- Additional certification or training in healthcare administration or management will be an advantage.

## Experience

- Minimum of 5 years of experience in a supervisory or managerial role within an administrative or reception department, preferably in a healthcare facility.
- Prior experience in a hospital setting will be highly desirable, with exposure to surgical services being an added advantage.

## Responsibilities

- Oversee the day-to-day operations of the reception and administrative departments, ensuring a smooth and efficient workflow.
- Lead, mentor, and guide receptionists and administrative staff, promoting a positive work environment and high-quality service delivery.
- Handle patient inquiries, complaints, and concerns, striving to resolve issues promptly and satisfactorily.
- Collaborate with other departments, such as nursing, finance, and human resources, to streamline administrative processes and ensure effective communication.
- Monitor patient registration and appointment scheduling to optimize resource utilization and reduce waiting times.
- Maintain accurate patient records, ensuring compliance with privacy regulations and company policies.
- Develop and implement training programs for reception and administrative staff, keeping them updated on hospital procedures, customer service, and relevant regulations.
- Oversee the inventory of office supplies and equipment, ensuring adequate stock levels and efficient usage.
- Implement and enforce hospital policies and procedures related to reception and administrative functions.
- Monitor performance metrics, such as patient satisfaction scores and wait times, and propose improvements to enhance overall service quality.
- Collaborate with the finance department to manage patient billing and insurance claims processing.
- Participate in strategic planning and decision-making processes to support the hospital's growth and improvement initiatives.
- Stay abreast of industry trends and best practices in healthcare administration, sharing insights with the management team.
- Handle any other administrative tasks assigned by the hospital management.

**Company needs**

As the Head of Reception/Admin Supervisor, you will play a crucial role in ensuring the efficient and customer-focused operation of the administrative and reception departments. Your leadership and management skills will contribute to the hospital's reputation for excellent patient care and satisfaction. By maintaining compliance with regulations and industry standards, you will help uphold the hospital's integrity and build trust with patients and their families. Your dedication to continuous improvement and teamwork will be instrumental in achieving the hospital's strategic goals and maintaining its position as a leading healthcare provider in the region.

**Johannesburg Surgical Hospital is an equal opportunity employer.**

The Company's approved Employment Equity Plan and targets will be considered as part of the recruitment process aligned to the Company's Employment Equity strategy.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [chiara.els@jsh.co.za](mailto:chiara.els@jsh.co.za)

**Please Note:**

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purpose relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without your prior consent.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.