

Job Title	Credit Control Manager
Division	Hospital
Location	Johannesburg Surgical Hospital
Reporting Structure	Hospital Finance Manager

Job Summary

The Credit Control Manager is responsible for overseeing the hospital’s credit control and revenue cycle management, ensuring optimal cash flow, minimal bad debt, and compliance with financial policies. This role involves stakeholder engagement, strategic leadership, and process improvement to enhance operational efficiency while aligning with Johannesburg Surgical Hospital’s financial objectives.

Requirements

- Strong knowledge of hospital billing systems, medical aid rules, and reimbursement policies.
- Excellent financial analysis and risk assessment capabilities.
- Proficiency in financial software and ERP systems.
- Ability to interpret and apply financial regulations in healthcare.
- Strong negotiation, communication, and stakeholder management skills.
- High attention to detail and data accuracy.
- Problem-solving and strategic decision-making skills.
- Ability to handle pressure and meet strict financial deadlines.

Qualifications

- Bachelor’s Degree in Finance, Accounting, Credit Management, or a related field.
- A Postgraduate qualification (e.g., Diploma in Credit Management, Financial Management) will be advantageous.

Experience

- 5+ years of experience in credit control, revenue cycle management, or financial risk management in a healthcare/hospital environment.
- Proven experience in managing large debtor books and ensuring optimal cash flow.
- Strong track record of negotiating with funders, medical aids, and hospital stakeholders.
- Experience in billing audits, collections, and financial reconciliation.
- Leadership experience in managing and developing a high-performing credit control team.

Responsibilities

- **Credit Control Management**
 - Oversee and coordinate all credit control functions to ensure optimal cash collection.
 - Implement and monitor policies to reduce outstanding debt and improve Days Sales Outstanding (DSO) compliance.
 - Manage and mitigate credit risk while ensuring accurate patient account reconciliation.
- **Quality & Compliance**
 - Actively lead and promote JSH quality objectives.
 - Ensure billing compliance with guidelines, including bill auditing processes and reviews.
 - Manage data integrity and adherence to financial regulations and internal controls.
- **Stakeholder Engagement & Relationship Management**
 - Develop and maintain strong relationships with patients, doctors, funders, and other key stakeholders.
 - Conduct stakeholder satisfaction surveys (funders & doctors) and implement improvement measures.
 - Chair risk meetings to drive financial accountability and meet contract budget targets.

VACANCY

- **Performance & Change Management**
 - Identify trends through root cause analysis and implement remedial actions.
 - Ensure continuous improvement initiatives are supported by structured change management processes.
 - Develop and implement retention initiatives to maintain high-performance teams.
- **Staff Management & Development**
 - Plan and structure resourcing for the Patient Services (PS) Department in line with JSH templates.
 - Ensure recruitment of quality staff in accordance with hospital policies.
 - Monitor and review training plans, ensuring staff development aligns with JSH objectives.
 - Recognize and reward top performers while managing underperformance via the Performance Improvement Process (PIP).
- **Employee & Payroll Administration**
 - Ensure proper transactional processing for remuneration, leave management, overtime, and other staff-related costs.
 - Maintain productive employee relations by ensuring compliance with HR policies and procedures.
- **Revenue & Billing Oversight**
 - Ensure billing compliance with fund rules, including managing short payments, late charges, and rejections.
 - Supervise the bill auditing process and implement corrective actions based on findings.
 - Oversee the collection of outstanding co-payments using standardized procedures.
 - Manage refunds, non-cash reimbursements, and discounts while ensuring compliance.
- **Credit Risk & Financial Controls**
 - Manage and coordinate credit risk processes to optimize JSH profitability.
 - Participate actively in regional financial meetings (e.g., Shaka meetings).
 - Negotiate with fund managers and operations managers for high-value account payments (>R1M).
 - Oversee monthly bad debt provisions and report on hospital and funder cash targets.

VACANCY

- Monitor and trend accounts exceeding R100K and implement necessary interventions.
- Manage and authorize payment transfers and credit write-offs weekly

Company needs

- **Work Environment:** Office-based with occasional meetings with funders, doctors, and stakeholders.

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

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.