

## **CREDIT CONTROL OFFICER**

### **Position Purpose:**

The **Credit Control Officer** plays a critical role in safeguarding the hospital's financial health by ensuring the timely collection of revenue, managing accounts receivable, and building strong relationships with corporate clients and insurers. This role directly contributes to operational efficiency and cash flow stability across the organization.

### **Key Responsibilities:**

- Ensure monthly collection targets are met to support operational and investment cash flow stability
- Oversee effective billing and accurate revenue capture processes
- Manage all accounts receivable and maintain strong customer relations
- Reconcile accounts and issue timely statements and client letters per hospital policy
- Address and resolve billing disputes with patients and insurers
- Negotiate payments and ensure adherence to agreed terms
- Champion a culture of customer service excellence and continuous improvement
- Monitor payment trends and recommend proactive measures to prevent debt accumulation
- Maintain up-to-date contracts with all hospital debtors
- Enhance credit management capacity within the department

### **Qualifications and Experience:**

- Bachelor's degree in Commerce (Finance, Accounting) or a related field
- Certified Public Accountant (CPA-K), ACCA, or Certified Credit Professional (CCP)
- Minimum of 5 years' experience, including at least 2 years in a Credit Control role
- Previous experience in a busy hospital setting is highly preferred
- Registered member of the Institute of Certified Public Accountants of Kenya (ICPAK)

### **Key Competencies:**

- In-depth knowledge of credit management and financial regulations (including IFRS and local tax laws)
- Strong leadership, negotiation, and decision-making skills
- High integrity and strong work ethic
- Excellent interpersonal and customer service skills
- Proficiency in accounting packages and financial software systems
- Ability to solve problems with sound judgment and professionalism

### **How to apply:**

Interested candidates who meet the above criteria should send their applications to [recruit@tenwekhosp.org](mailto:recruit@tenwekhosp.org) on or before **8<sup>th</sup> August, 2025** enclosing:

- Resume, Cover Letter & \*Statement of Faith\*

### **\*What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Tenwek Hospital. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.