



SENIOR CREDIT OFFICER.

Job Purpose

Reporting to the Finance Manager, the Senior Credit Officer is responsible for overseeing the hospital's credit control operations, ensuring timely billing, efficient collection, and accurate reconciliation of accounts from all clients, including Social Health Authority (SHA), Corporate Insurers, and Private Entities. The role provides leadership to the Credit Team, enforces credit policies, mitigates financial risk, and ensures sustainable cash flow in line with the hospital's financial objectives and stewardship principles.

Key Responsibilities

Credit Control and Receivables Management

1. Supervise end-to-end credit management processes including billing, invoicing, posting, collections, and reconciliations.
2. Monitor account performance and ensure timely collection of outstanding balances.
3. Liaise with **Social Health Authority (SHA)** and **Corporate Insurance Providers** to resolve claim discrepancies, denials, and delayed payments.
4. Oversee preparation and submission of accurate monthly debtors' aging analysis and performance reports.
5. Ensure all credit transactions comply with hospital policies and statutory requirements.
6. Recommend and implement strategies to minimize bad debts and optimize working capital.

Leadership and Supervision

1. Lead, mentor, and appraise a team of Credit Officers and Credit Clerks, ensuring high performance, teamwork, and accountability.
2. Allocate tasks and set performance targets aligned to departmental goals.
3. Conduct regular training and coaching to enhance team competency in credit management systems and customer service.

Relationship and Stakeholder Management

1. Maintain effective communication with internal departments (Billing, Claims, Finance, and Clinical Units) for smooth claim processing.
2. Build strong relationships with insurance companies, government agencies, and corporate clients to foster prompt settlements.
3. Participate in periodic SHA and insurer meetings to address operational bottlenecks and policy changes affecting claims processing.

Policy, Compliance, and Reporting

1. Enforce adherence to the hospital's Credit Policy and recommend improvements based on operational realities.
2. Prepare periodic reports on collection trends, key account performance, and credit risk analysis.
3. Ensure compliance with financial regulations, audit requirements, and internal control procedures.
4. Support internal and external audits by providing requested credit documentation and reconciliations.
5. Perform any other duties as assigned by the Finance Manager or hospital management.

Qualifications & Experience

- Bachelor's degree in **Finance, Accounting, Business Administration, or a related field**.
- Professional certification (CPA, ACCA, or Credit Management Certification) is an added advantage.
- Minimum of **8 years' progressive experience in hospital or insurance credit management**, with at least 3 years in a supervisory capacity.
- Demonstrated expertise in handling **SHA, NHIF, and corporate insurance billing and reconciliation**.
- Strong understanding of healthcare finance systems, ERP billing modules, and credit control principles.
- Excellent analytical and problem-solving skills.
- High integrity and professional ethics in handling sensitive financial data.
- Proficient in MS Excel and accounting systems (e.g., Navision, SAP, or similar).
- Excellent communication and negotiation skills.
- Ability to work under pressure and meet tight deadlines.
- Commitment to the hospital's Christian values and mission of compassionate service.

How to Apply:

Interested candidates who meet the above criteria should send their applications to recruit@tenwekhosp.org on or before **5th December, 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.