



JOB VACANCY

REGISTRATION & ADMISSION SUPERVISOR

The position reports to the Chief Accountant and is responsible for providing leadership to the Registration and Admission team. The role ensures the delivery of efficient, accurate, and patient-centred services on a 24/7 basis while safeguarding hospital revenue through proper patient data capture, effective bed management, and timely verification of payments and insurance details.

The position is key in enhancing patient experience, ensuring compliance with hospital policies, and supporting financial sustainability through proper revenue assurance.

MAIN DUTIES

Patient Admission & Customer Service

- Bridge the gap between staff and patients by ensuring timely, professional, and accurate customer service.
- Interact effectively with patients, medical staff, and administrative staff to facilitate smooth admissions.
- Ensure all admission documents are complete, accurate, and meet hospital requirements.
- Oversee and ensure pre-authorization of client bills is completed within 24 hours.
- Manage floor operations by providing timely updates to patients and/or next of kin on admission progress.
- Resolve admission-related queries, disputes, and conflicts (bed allocation, deposit shortfalls, priority cases) promptly and courteously.

2. Revenue & Documentation Assurance

- Safeguard hospital revenue by verifying insurance/SHA eligibility, calculating deposits, and ensuring pre-authorizations are secured before admission.
- Ensure daily submission of discharge patient files to billing/dispatch with all supporting documents attached.
- Maintain up-to-date reconciliation of pending and unbilled reports in collaboration with the billing department.
- Collaborate with doctors' offices to ensure doctors' bills are properly captured and processed.
- Audit daily admissions files for completeness, fiscal correctness, and compliance with the Data Protection Act (2019).
- Ensure all deposits, co-payments, and waivers are receipted and banked daily.

3. Bed & Capacity Management

- Monitor bed occupancy in real time and coordinate with wards, physicians, and the discharge lounge to maximize utilization and minimize waiting time.
- Generate and analyze statistical reports on admission trends, revenue per payer, and bed turnaround for management decision-making.

4. Team Leadership & Development

- Supervise, schedule shifts, and oversee handover processes to ensure continuity of services across shifts.
- Coach, mentor, and appraise registration and administration staff to achieve accuracy in patient demographics and billing.
- Ensure all staff are adequately trained and create a positive learning environment where continuous improvement is part of daily practice.
- Drive quality improvement by implementing LEAN initiatives to reduce admission turnaround time (TAT).

5. Compliance & Reporting

- Ensure adherence to hospital policies, procedures, insurance requirements, and statutory regulations.
- Provide accurate and timely reports to management, including admission, billing, and bed utilization reports.
- Perform any other duties as may be assigned from time to time.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree in Business Administration, Commerce, Health Records, Public Relations or related field.
- 4 years' relevant experience, 2 in a supervisory role within a busy hospital, hotel or financial services front office.
- Excellent Communication skills
- Timely and accurate customer service.
- Self-motivated and ability to work under pressure.
- Produce quality work, with accuracy & efficiency

If you are interested in the above position and you meet the requirements listed, please send your application together with a detailed CV, Copies of Academic Certificates, and three [3] referees and include their telephone contacts and email address to **hrrecruit@materkenya.com** to reach us not later than 30th September 2025.

Quote the title “**Registration & Admission Supervisor**” as subject line when applying. Only shortlisted candidates will be contacted.