



VACANCY: JOINT MEDICAL HOLDINGS

DIVISION:	CITY HOSPITAL-MANAGEMENT
JOB TITLE:	GROUP DEBTORS MANAGER

PURPOSE OF POSITION

- The incumbent will be responsible for ensuring the cash flow for the JMH Group is maximised through debt collection and minimisation of risk and for the implementation of the Debtors policies and processes in line with the operational objectives of the JMH Group.

KEY PERFORMANCE AREAS

- Assist with the development and implementation of the Debtors strategic plan of the Hospital, in line with the overarching JMH Group strategy.
- Support the Debtors Department in all its objectives and fully participate as a member of the JMH team, taking collective responsibility for the corporate governance of the Department.
- Ensure queries and complaints are handled promptly and secure a resolution in a professional manner.
- Responsible for the overall management of the Debtors team and performance thereof.
- Manage day to day issues that may arise within the Debtors team.
- Prepare and monitor Debtor's age analysis.
- Supervise staff on their Book Debt, assisting with their queries etc.
- Manage own Book Debt, delegating responsibilities as and when necessary.
- Review bad debts initiated and in workflow for approval.
- Prepare and obtain the necessary authorization of debit / credit notes as well as all other journals as may be applicable to bad debts.
- Assist patients telephonically and walk in patients with account queries
- Respond to all emailed and telephonic queries received, seeing matters through to completion.
- Rejections from medical aid being attended to promptly and forwarding same to respective departments.
- Ensure overall management and compliance of JMH Group Policy and Procedures with reference to the Debtors Department.
- Monitor, report and mitigate issues, concerns and lessons learnt during the rollout phase of any given implementation or change. Actively participate in all activities for new process and/or system enhancements affecting the Debtors Department.

COMPETENCIES (The following will be advantageous)

<p>MINIMUM REQUIREMENTS (Educational Qualifications & Experience)</p>	<ul style="list-style-type: none"> • Minimum Degree /Diploma (NQF 7) in Finance with Credit Management/ Accounting. • Post graduate qualification in Finance preferred. • Extensive knowledge of Microsoft Office. • Knowledge of statistical analysis & report writing. • Extensive knowledge of credit systems and procedures. • Good knowledge of tariffs and related health industry tariff scale. • Extensive knowledge of insurer authorisation processes. • Coaching Others- The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
<p>SKILLS (Practical & Technical)</p>	<ul style="list-style-type: none"> • Leading and Managing Change- The capacity to implement and support change initiatives and to provide leadership in times of uncertainty. • Performance Development- The ability to evaluate and develop different levels of capacity within a team to achieve set objectives. • Taking Action- Capable of recognising the need for action, considering possible risks and taking responsibility for results. • Decision Making- Capable of making decisions timeously and taking responsibility for the consequences. • Managing Self- Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame. • Customer Focus and Service Delivery- The capacity to identify and respond to the needs of internal and external customers. Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
<p>BEHAVIOURAL ATTRIBUTES (Personality Characteristics)</p>	<ul style="list-style-type: none"> • Professionalism and initiative • Well-spoken and respectful • Must be able to adhere to all company rules and policies.
<p>JMH VALUES (Commitment)</p>	<ul style="list-style-type: none"> • We respect the dignity of an individual. • We are committed to giving our doctors top quality service. • We are committed to building an atmosphere of trust, and to train and develop our staff to their fullest potential. • We are committed to providing our shareholders with a fair rate of return on their investment. • We will act in a responsible manner towards our physical and social environment.
<p>CV's together with supporting documents should be submitted to: recruitment@jmh.co.za</p>	

NB: Only short-listed candidates will be contacted.

POPIA CLAUSE – HR ADVERTS

Your information is collected and processed in accordance with the Protection of Personal Information Act No 4 of 2013 (POPIA).

By applying to this advert, you consent to JMH (Pty) Ltd collecting and processing your personal information for the purpose of determining your eligibility for the advertised position.

If unsuccessful, your personal information is securely destroyed and is not retained by the company.

Closing date for applications is 07th September 2021

**Yours faithfully
Jenny Bux
Group HR Manager**