



THE NAIROBI HOSPITAL

CAREER OPPORTUNITY

The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possess a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2025-2029).

FRONT OFFICE ASSISTANT

REF: TNH/HRD/FOA/08/2025

The overall purpose of this job is to register and bill patients in order to facilitate the patients access to medical attention in the hospital in line with established procured and the Hospital's objectives.

ROLES AND RESPONSIBILITIES

- a) Receive, verify and receipt correctly funds as per the source documents.
- b) Proper patient identification to ensure services are rendered to bona fide corporate scheme beneficiaries.
- c) Validate corporate patient ensuring correct documentation is given and properly filled.
- d) Liaise with insurance companies regarding pre-authorization and admissions.
- e) Process patient admission liaising with the Nurse for bed allocation and admitting Doctor.
- f) Daily clearance of third party transactions before proceeding to dispatch Section.
- g) Efficient and effective utilization of available resources e.g. stationery & equipment to optimize output.
- h) Sending routine reports to relevant teams with regards to patients and business volumes in the section.
- i) Drop funds receipted onto the drop-in safe, when applicable.
- j) Bank all cash and cash equivalent collections with the chief cashier reconciled with system generated reports.
- k) Establish accurate, honest and positive relationship with internal and external customers projecting the Hospital positively.

Occasional duties:

Internal Relationships: Nursing Services, Medical Services, Supply Chain, Legal, Internal Audit, Risk and Compliance, Strategy & Innovation and other user departments.

External Relationships: Contractors, Service Providers, Vendors, External auditors, Tax Authorities.

EDUCATION AND EXPERIENCE

- CPA Part 2 – Complete.
- Computer literate- good working knowledge of Ms Excel (Spreadsheets).
- Certificate of Attendance in Public relations
- Front Office Management
- Bachelor of Commerce or its equivalent
- One years working experience in relevant areas i.e. accounting and cashiering experience

Competencies

Technical & Behavioural competencies

- Data entry speed and office organisation skills
- Office management ability
- Ability to work under pressure
- Excellent command of both Written and Spoken English and Kiswahili
- Effective communication skills
- Honest
- Mature
- Ability to make quick decisions
- Well organised
- Competently use IT tools
- Leadership qualities
- Team player
- Well-mannered and presentable
- Customer Management skills
- Conflict management skills

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number and full contact details of 3 referees, to reach the undersigned not later than **10th August 2025**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact the **SHORTLISTED** candidates.

The Nairobi Hospital does NOT charge recruitment fees.

Human Resources Manager

The Nairobi Hospital

P. O. Box 30026 – 00100

NAIROBI

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