



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:



REGISTRATION SUPERVISOR

Salary range: CI\$65,640 - CI\$88,248 per annum

Job Summary: The registration supervisor's role provides direct supervision of 40 Registration Officers who are assigned over a 24-hour shift pattern including 3 Reconciliation Officers. The successful candidate is responsible for scheduling, training, primary back-office and on call support for all registration officers, reporting and data validation (ensuring that the quality of data captured at the first point of patient contact is accurate and complete). Additionally, ensuring that an effective cash management system is in place to accurately account for collections and float management.

Qualifications and Experience: A Bachelor's degree in Business Administration or a related field is preferred, along with at least four (4) years' experience in cash collection, registration, and reconciliation, including two (2) years in a supervisory role. Alternatively, an Associate degree with a minimum of eight (8) years' relevant experience, including two (2) years at a supervisory level, will be considered. The candidate should have excellent people skills and solid communication and presentation skills including the ability to effectively interact with other professionals, executives, and senior management. He/she should have the ability to solve problems accordingly and efficiently. The candidate must be proficient in the use of Microsoft Office, possess excellent written and oral communication skills. Experience using a CERNER IT system or other hospital software would also be an asset.

A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Application deadline: April 19, 2026

Committed to *Caring* for You



Job Description

Job title	<i>Registration Supervisor</i>	Job Holder	
Reports to	<i>Registration Manager</i>	Section	<i>Registration</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

This position plays a key role in supervising and managing registration activities throughout the hospital. Registration is the first point of contact for all patients and is key to ensuring the data captured initially is accurate and complete as it fuels the HSA revenue cycle proper functioning.

Job purpose

The registration supervisor’s role provides direct supervision of Registration Officers and Reconciliation Officers. The post holder’s responsibilities include scheduling, training, primary back-office support for all registration officers, reporting and data validation (ensuring that the quality of data captured at the first point of patient contact is accurate and complete). Additionally, ensuring that an effective cash management system is in place to accurately account for collections and float management.

Dimensions

The post holder is responsible for providing supervision for an assistant registration supervisor, 3 reconciliation officers and approximately 40 Registration Officers are assigned over a 24-hour shift pattern.

The post holder is responsible for the coordination of cash collection at the registration points, data integrity from the registration points and provides key registration monitoring reports to allow for monitoring and to assist in the management of the overall registration activities.

The post holder recommends the purchase of items.

Duties and responsibilities

- Provide daily hands-on leadership to the Registration Staff, including monitoring productivity, completing performance reviews of staff and the monitoring of team performance against identified standards or goals as well as the HSA’s Policies and Procedures.
- Prepare monthly registration schedule. Provide coverage to other departments upon request. Ensure all leave or any absences are noted, and the registration schedule is updated to provide continuity of coverage at all locations.
- Ensure daily reversal requests are investigated and completed.

- Address any issues raised by Registration Officers in a timely manner.
- Ensure Registration Officers and Reconciliation Officers are adhering to policies and procedures of HSA.
- Provide on-call support for all registration officers as agreed upon by the post holder and the registration manager.
- Request back-up coverage from Self-Pay Collections Team Leader or other available source to ensure adequate coverage for vacations and sick days.
- Continuously review the process for Registering Patients and collecting monies to ensure that the process remains effective and efficient.
- Ensure that Reconciliation Officers balance the daily cash collections with the various system reports and ensure that any reconciliation discrepancies are investigated and resolved expeditiously. Additionally, to ensure that bank deposits submissions are prepared daily and delivered to the Finance Department in a timely manner.
- Produce accurate monthly reports for all registration and collection activities, including Zero Balances, Pre-Admits, and Infractions reports.
- Monitor various reports and follow-up with Registration Officers and Clinical staff to ensure that items are being cleared in a timely manner.
- Collaborate with the Registration Manager in the recruitment and training of new staff.
- Make regular visits to the District Clinics and maintain open communication with the district nurses and department heads.
- Implement and maintain the daily reconciliation Report Scanning project.
- Collaborate with the Registration Manager to develop policies to govern the various functions performed by the Registration and Reconciliation Officers.
- Conduct random registration point spot checks of all relevant clinical areas throughout HSA, including the District Clinics to ensure all HSA's policies and procedures are adhered to.
- Attends meetings with other registration leaders to discuss matters relevant to the revenue cycle and the department's performance.
- Other relevant duties as requested by the Registration Manager and/or CFO.
- Be available for on-call responsibilities as agreed upon by the post holder and the registration manager.

Qualifications, Experience & Skills Requirement

Education and Experience Requirements:

- Bachelor's Degree in Business or administration, preferable a degree in business, health or public administration, management, or a related field.
- Four (4) or more years of experience in a cash collection, registration, and reconciliation environment
- Two (2) years' experience at a supervisory/team lead is essential
- An Associate degree in Business Administration with 8 years of experience in a cash collection, registration, and reconciliation environment will be considered along with 2 years' experience at a supervisory level

Performance Requirements:

Skills and abilities:

- Excellent people skills and solid communication and presentation skills.
- Excellent customer service skills.
- Ability to problem solve accordingly and efficiently.
- Ability to effectively interact with other professionals, executives, and senior management.
- Proficiency in the use of Microsoft Office, excellent written and oral communication skills.
- Experience using a CERNER IT system or other hospital software would be an asset.
- Effective supervisory skills.
- The ability to own and to manage without hands on directions.

Reporting Relationship



Direct reports

- Registration Officers
- Reconciliation Officers

Other Working Relationships

- Team leads in the revenue cycle
- Senior Managers
- Chief Financial Officer

Decision Making Authority and Controls

The postholder will make day-to-day decisions on routine matters and will, when required, refer to the registration manager for support. Implement strategic decisions made by the Registration Manager and /or the CFO.

Working conditions

Post holder will work in an office environment, visit satellite locations, do work sessions in group and stands for extended period. The primary hours for this position are 8:30 am to 5:00 and 2 pm – 10 pm; however, the postholder may be asked to work additional hours or hours outside of the primary hours and on weekends.

Physical requirements

The position requires the incumbent to stand for extended periods of time, do repetitive tasks with few breaks, and so forth.

Problem/Key Features

- The post holder will be required to carry out duties in a timely manner.
- The current regulatory environment, reimbursement constraints, and resource utilization and availability make effectively managing the revenue process a challenge. Achieving common revenue management goals with physicians, clinical and operational managers, and department leaders may also be difficult at times.
- The position requires the post-holder to effectively manage stress in a high-paced environment and manage staff of various levels and from differing backgrounds.
- The position may also require periodic work outside of normal business hours to complete assigned tasks and meet agreed deliverables. The requirements of the position are time sensitive and require excellent customer service and time management skills.

Evaluation Metrics

- Target zero (0) infractions left over pre-admits and zero balance encounters monthly from direct reports.
- Timely and accurate report submission.
- Demonstrate excellent customer service skills and conflict resolution.
- Demonstrate an ability to train staff and reassess controls when new issues arise to reach targets.

Approved by:	<i>Registration</i>
Date approved:	<i>10-Jul-23</i>
Reviewed:	
Next Review	
Employee's Sig/Date:	
Manager's Sig/Date:	