

Job Title: Bilingual Receptionist

Organization: Centers for Children and Families, Inc.

Location: Midland, TX

Closing Date: 6/12/2026

Type: Full time, non-exempt

Reports To: CEO

About Centers:

Centers for Children and Families, Inc. (Centers) is a 501(c)(3) nonprofit organization based in Midland, Texas. Our mission is to improve the quality of life and strengthen the communities we serve through counseling, education, and supportive services. We offer therapeutic counseling for individuals, couples, families, and groups at low or no cost, parent education, supervised visitation and exchange services through Kids First, and support for adoptive families in 203 of the 254 Texas counties through our Post Adoption services.

Job Description:

As the first impression for clients and visitors, the Receptionist exemplifies exceptional customer service and administrative capabilities. This role is crucial to the seamless day-to-day office operations and must exhibit compassion and discretion, coupled with excellent time management and recordkeeping abilities. The ideal Receptionist has a confident, professional demeanor, outstanding communication skills (both verbal and written), and the ability to adeptly and accurately execute multiple tasks simultaneously in a dynamic, fast-paced environment. This role works closely with all agency staff and must demonstrate a commitment to teamwork, proactive communication skills, and the ability to maintain efficiency and poise under pressure.

Responsibilities:

- Greet and attend to agency clients and visitors in a professional and courteous manner.
- Answer and appropriately respond to all incoming agency phone calls, including redirecting calls to other staff members as necessary and referring callers to community resources as applicable.
- Open and close the Midland counseling office promptly according to agency operating hours: Monday through Thursday 8:00-6:00PM (lunch 12:00-1:00PM), rotating Fridays 8:00-12:00PM
- Collect, record, and update client information with a high degree of accuracy using the electronic health record (EHR) software.
- Schedule client appointments and maintain appointment statuses (cancellations, reschedules, etc.) according to client and therapist communications.
- Collect, verify, and update client third-party benefit information (commercial insurances, Medicaid/Medicare, EAP, etc.).
- Process client payments, including cash, check, and credit card transactions.
- Assist agency staff with general administrative tasks as requested.
- Other related duties as assigned.

Required Qualifications and Skills:

- Spanish language proficiency
- High school diploma or equivalent (GED)
- Minimum of one year of experience in office administration, customer service, and/or reception
- Excellent professional communication skills and commitment to teamwork
- Meticulous attention to detail and dedication to

recordkeeping accuracy • Strong administrative, organizational, time management, and problem-solving skills • Ability to quickly learn and efficiently utilize required technology resources, including EHR software, third-party payor websites, and basic Microsoft Office products (Word, Excel, Outlook) • Availability to assist with and/or attend occasional agency events outside regular operating hours, including annual evening fundraising gala. • Ability to comply with all agency policies and procedures • Cleared background check • English language proficiency

Compensation/Benefits:

Annual salary \$40,000-\$45,000 DOE. Centers offers a comprehensive benefits package, including 401(k) matching, \$25,000 basic life insurance policy (agency paid), health, vision, and dental insurance (dependent coverage available at employee cost), supplemental insurance options, paid holidays, paid time off, and a condensed work week.

How to Apply:

Email Kristi Edwards, CEO at kedwards@centerstx.org