

Meet Your Staff

BY LANCE ZIESCH

Editor's note: As part of our "Family Ties" theme this year, we want to introduce you to your Association family — those here at the American Angus Association dedicated to giving you the best service in the seedstock industry.

Part 6 of this series features the Preaudit Group and the Angus Information Management Software (AIMS) and Communications and Public Relations departments.

Preaudit Group

Chris King, 36 years
Preaudit supervisor

Responsibilities: Gets the work ready, sorts and opens mail, stamps file numbers, itemizes each piece of work, records the money, does film work daily for permanent records, and mails the new certificates to the breeders.

Chris says she likes to spend time on the Internet, fish, travel, bowl and play the slots when not at work.

Susie Brown, 10 years
Preaudit

Responsibilities: Processes mail for data entry and membership personnel to enter into the computer and checks new work, then mails to breeders. Also files work orders, correspondence and artificial insemination (AI) requests.

Away from the office, Susie enjoys spending time with her daughter and son-in-law. She also likes to take dance lessons, which include the West Coast swing, the fox-trot and the cha-cha.

Laura Shoots, 3 years
Preaudit and Association switchboard relief operator

Responsibilities: Acts as a cashier, files and processes film.

Laura is married and has an 8-year-old son and two stepsons. "I like to spend a lot of time with my family," she says. Away from work, Laura enjoys bowling, exercising, tanning and walking.

Laura remembers an unusual day when she was working the switchboard and training Susan Arrow. "A gentleman came in with a huge cow hairball. He wanted information on hairballs, so I went to John Crouch, and he gave me some information for him," she says.

Laura says, "I like working where I'm at now, and I also like the people I work with. Most of them think I am silly, but I try to make people around me enjoy themselves and have fun around me."

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Tips for Better Service

- Write neatly or type applications.
- Complete the entire application.
- Don't wait until the last minute to call or to send your information.
- Put transfers in alphabetical order by buyer.
- When paying bills, remember to sign checks.



PHOTO BY ANGIE STUMP DENTON

The staff of the Preaudit Group includes (from left) Susie Brown, Chris King and Laura Shoots.

AIMS Department

Scott Johnson, 5 years
AIMS director

Responsibilities: Heads department that supports and maintains the Angus Information Management Software (AIMS). Responsible for new development of and training on software, conducts workshops and demonstrations around the country, works with various aspects of the www.angus.org Web site and assists with data management at large Angus shows.

Scott says that anything related to computers is challenging because the technology and features keep changing.

"It's rewarding to help people utilize computers to do things that are tedious and cumbersome when done by hand," he says.

Scott grew up on a registered Hereford ranch in central Kansas. In addition to cattle, they raised wheat and other row crops.

Away from the office, Scott enjoys movies and woodworking. He also sings in a local barbershop chorus in Saint Joseph. For the last

22 years, he has worked with the American Legion Boys State of Kansas program.

Tammy House, 4 years
Software support technician

Responsibilities: Provides computer support for breeders who own AIMS; processes electronic weights, registrations, expected progeny difference (EPD) updates and herd records via e-mail, modem or disk; and sends out new versions of software as they become available.

"The most rewarding part of my job is knowing that I was able to help a breeder figure out a problem they were having," she says. "It's also nice to hear them say I have done a good job."

Tammy will be married this month. The couple welcomed home their new daughter, Alexis, on Jan. 20. Activities she enjoys include bowling,

volleyball and spending time watching her fiancée's band perform.

"I have had the pleasure of working in two different departments here at the Association and have met a great family to work with," Tammy says. "I really enjoy working for the Association and its members. In the last three years, I have met and talked with a lot of great people and learned a great deal about the Angus business. I can truly say this is the place I would like to retire from."

Thomas Medsker, 1 year
AIMS programmer

Responsibilities: Supports and maintains the AIMS software and Crystal Reports®.

Thomas says he likes to talk to new people and to solve new problems every day. "I am always learning something new, and that keeps my job from getting boring," he says.

Thomas grew up on a farm and was involved in FFA throughout high school. He served as chapter vice president his junior year and chapter president his senior year. His father and brother raise Angus feeder cattle.

When he is away from the office, he enjoys spending time with his 2-year-old daughter.

Thomas says he really enjoys working for the Association. "Everyone has been helpful and courteous from the first day I started," he says. "I can easily say that it is one of the best places I have ever worked."

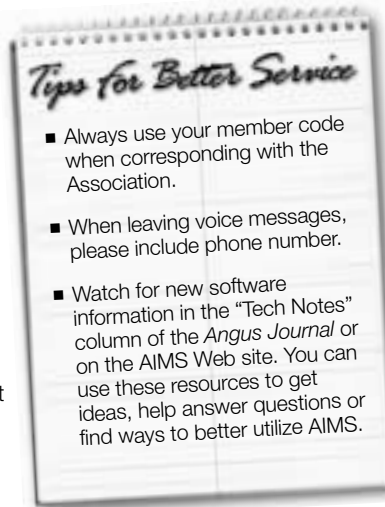
Wendy Peterson, 3 ½ years
Software support technician

Responsibilities: Provides support for AIMS users, designs custom reports for customers, and assists AIMS users with e-mail and modem usage.

One of Wendy's greatest challenges is creating some of the needed reports using the Crystal Reports® software. For her, the most rewarding aspect is hearing "the happiness in the voices of the people I help when I get them what they need fast and solve their problems."

Wendy is a single mother of two girls, ages 5 and 8.

"I love working here at the Association and hopefully will be here for a long time," she says. "I have gone through some very hard times here lately and don't think I could make it through them without my Angus 'family' — they truly are the best!"



PHOTOS BY LANCE ZIESCH

Members of the AIMS Department include (from left) Thomas Medsker, Tammy House, Wendy Peterson and Scott Johnson.

Communications and Public Relations Department

Susan Rhode, 6 years
Director of communications and public relations

Responsibilities: Directs all Association communications, advertising and marketing efforts.

Susan urges members to take advantage of all the public relations services the Association provides. Most of the services are free, she says, and they can help members market their herds and the breed.

Working with the members and the Angus team are two of Susan's favorite aspects of her job.

Susan grew up on a farm with a Polled Hereford background and was active in the National Junior Polled Hereford Association. However, this past year she married Jeff Rhode, whose family raises registered Angus cattle.

She enjoys attending industry events, such as shows and meetings. Away from the office, she likes attending college and professional sporting events with her husband.

Shelia Stannard, 2½ years
Assistant director of communications and public relations

Responsibilities: Writes news releases and outlines for photos that promote the Association and its members, travels to shows and takes photographs, and works with the Association's regional managers on trade shows and events in their states.

"I strive to get shows in and out of my office in a timely manner, but sometimes other things come up."

Shelia says she loves all aspects of her job. "I enjoy traveling and meeting the breeders from all parts of the United States. I also like getting to work with all the programs and employees of the Association. One challenge that I've really enjoyed is working with the regional managers, figuring out the different ways they do things and adjusting to each individual."

Shelia grew up participating in 4-H and FFA. She also raised registered Herefords and Hampshire sheep. "I was involved in judging at the 4-H, FFA, junior- and senior-college levels," she says.

Shelia enjoys



The staff of the Communications and Public Relations Department includes (from left) Sheila Stannard, Mary Pepple, Lea Ann Maudlin, Kris Cole and Susan Rhode.

traveling, reading, writing poetry and spending time with family and friends. She volunteers as a tutor for an adult-literacy program in Saint Joseph.

Shelia says she cherishes the friendships she's built with the Angus staff and members. "I am so fortunate to be a part of the Angus family," she says. "There are so many breeders and junior members who have helped me and made me feel welcome to their states when I travel."

Kris Cole, 19 years
Photo technician

Responsibilities: Prints photographs for news releases and the *Angus Journal*.

Kris says she enjoys having a unique skill, and photography is also a hobby of hers.

Kris was born and raised on a farm that raised registered Angus cattle. She showed Angus cattle for a couple of years in high school, but her love was showing horses.

She currently lives on a small farm in northwest Missouri and has a few head of cattle and horses. She also has two children, Megan, 12, and Jacob, 9. "Taking care of the kids and the farm keeps me very busy," she says.

Lea Ann Maudlin, 12 years
Public relations specialist

Responsibilities: Fills all literature requests, proofreads outlines and releases, types picture lists for shows, puts outlines on pictures, and sometimes assists in the darkroom.

"The best thing about my job is the people I work with," Lea Ann says.

"I also like to talk to all the people who call in from different states."

Lea Ann has been married for nine years to Brad Maudlin, and they are expecting their first child this month. She enjoys going to movies, going out to eat, bowling, cross-stitching and spending time with her nieces and nephew.

One thing that Lea Ann has noticed about the Association is how people pull together to show they care when something bad happens. "I think the Association is the best place to work, and the employees and the breeders make it what it is," she says.

Mary Pepple, 16 years
Public relations specialist

Responsibilities: Formats, proofreads and edits all news releases and outlines; does all computer-generated releases, which include spring & fall *Sire Evaluation Reports*, *Pathfinder Report*, delegate, alternate and top 10 breeders; all junior pre-show releases, new member and AHIR releases; tracks advertising response coupons each year in various magazines; and sends out the information upon requests.

Mary says the most rewarding part of her job is talking with breeders. "It's nice to know how much they appreciate what you have done for them."

Mary is married to Fred Pepple, the shipping and receiving supervisor at the Association. They have been married seven years. She has a daughter and two granddaughters. "Fred and I enjoy boating and fishing. We love the outdoors."

The Association is a great place to work, Mary says. "The people are like family, and they all work very hard to make this the best breed association in the world."



Tips for Better Service

- Write legibly on all correspondence to avoid misunderstandings.
- Requests for large amounts of public-relations materials should be made at least two weeks before they are needed.