



## Carol Robel

December 2006 marked Carol Robel's 19th year serving Hereford breeders. In December 1987 Carol was loading computer program software at an insurance agency, a temporary job, when a friend who worked for the American Polled Hereford Association (APHA) informed her of a position available in the APHA mailroom. Although she was overqualified, Carol applied for and accepted the job offer.

After mastering the mailroom, she began asking for tasks in other departments and soon learned to file and process data. Next she was moved to the member service desk, which evolved into the customer service department where she remains today.

Although cross trained in several areas to assist when other employees are absent or on vacation, Carol's specialty is import/export paperwork for semen that is transferred from the U.S. to other countries and vice versa. She sends out new member packets and information regarding Association policies, junior scholarships, online registry and Whole Herd Total Performance Reporting (TPR™). Often she can be found filling in on the switchboard.

"It's fun to be recognized by someone on the switchboard and to recognize customers who call in," says Carol. "I really enjoy talking with customers on the phone; several have become good friends through the years."

Along with her office duties, Carol uses her fondness for gardening to maintain the flowers at the building's entrance.

Carol's enjoyment of the outdoors has led her to hobbies that include gardening, fishing and deep-water aerobics. She was a member of the Parent Teachers Association (PTA) for 20 years and has been a teacher in several auxiliaries at her church. Carol has also participated in several neighborhood beautification projects, including cleaning up a creek and clearing debris from a cemetery.

Carol says dress codes, computer technology and software programs are among the greatest changes she has witnessed during her tenure at the Association. She considers the comfortable, close family atmosphere to be the best part of working at the Association. **HW**