



Mary Ann Hackleman

September marks 50 years of service for the American Hereford Association's (AHA's) longest-serving employee — Mary Ann Hackleman. On Sept. 13, 1956, Mary Ann joined the AHA staff at the Quality Hill location. Fifty years later, Mary Ann is unarguably the Association's most energetic employee, a quality that prompted Joe Rickabaugh, AHA director of field management and seedstock marketing, to give her the nickname "Mach One."

Mary Ann, a Kansas City native, attended IBM school for three months following high school graduation to learn how to manipulate the large

keypunch machines used to record data. Upon going to work for the AHA, which was her first job, Mary Ann's primary responsibility was to run the keypunch machine and to train the other 15 women in the records department to use the machine. Mary Ann was supervisor of the keypunch department from 1960-97.

"The keypunch machine was tremendous; I loved the keypunch machine," Mary Ann says. "At that time, every bit of information that came in had to be keypunched and verified. The show reports, payroll, carcass data, everything you use a computer for now had to be keypunched."

Mary Ann's role as a staff member has changed incredibly as the Association has been reshaped during the past 50 years. Technology, location, workflow and management changes have been significant, Mary Ann says. Compared to when she joined the staff in 1956, Mary Ann says the most noteworthy differences are the relaxed atmosphere, closer association with senior management and fewer employees needed to handle the workflow.

"The changes she has seen in the AHA office are remarkable, but she is still learning and producing as fast as she can," Cindy Coleman, records department supervisor, says.

Now, Mary Ann handles the

overload of phone calls in the records department. She says problem solving is her primary focus each day, for most calls she receives are from customers who need specific information or who need help interpreting information they have received from the Association. Mary Ann also helps with general office business within the department. She is a great resource for information on the Association's history and for finding useful items around the office.

Cindy appreciates Mary Ann's efforts to make sure the department runs smoothly and says Mary Ann helps keep everyone in line.

"Hard worker are the first words that come to mind when I think of Mary Ann Hackleman," Cindy says. "No matter what the job, she is always there to jump in and get it done! A few years ago, we were talking of making some changes in the records department layout. Nothing was said to Mary Ann, in hopes she wouldn't overdo it and move things by herself. Too late, it turns out. When we went to move her table, it was already pulled out and space ready for the next one."

With no plans to retire anytime soon, Mary Ann continues to be an energetic asset to the records department and to the many customers she efficiently helps.

Thank you Mary Ann for 50 years of dedicated service to the AHA. **HW**