



Beverly Kincaid

From entry-level positions to the top senior-level position, job security and contentment are concerns for everyone. The U.S. Bureau of Labor Statistics Web site, www.bls.gov, says Americans typically hold about 10 jobs from age 18-38. Based on this statistic, it seems impossible for a person to work for only one employer the entire life of his or her career.

Beverly Kincaid has accomplished a mission impossible career. An American Hereford Association (AHA) customer service and DNA representative, Beverly was hired by the American Polled Hereford Association (APHA) after graduating from high school in 1964. Forty-two years later, the Association remains her sole employer.

Growing up on a farm in Napoleon, Mo., a small town northeast of Kansas City, Beverly got her first experience with Hereford cattle by showing a polled Hereford steer in 4-H.

Beverly remembers the day she interviewed with the APHA. She says her father drove her to the interview, and she can remember him assuring the interviewer not to worry; he'd make sure she was at work, on time, every day, unless bad weather prevented passage down their dirt road.

Beverly worked as a keypunch operator from 1964 until she became a customer service representative in the mid-1980s to process data for the Saler breed. At that time APHA did work for other breed associations.

Beverly's long tenure has allowed her to fully experience the factors that have altered the way the Association functions. She has experienced numerous changes in data entry systems, personnel and office structure due to the merger of

the horned and polled associations in 1995.

"I was really green behind the ears when I first got started with the Association," Beverly says. "In a way, as the Association grew and changed, so did I, because I spent more time at work than at home."

Now, Beverly spends most of her time on the phone helping members. She sends out DNA kits, processes DNA results from the lab and then translates the results to the animal's owner. Beverly says she has learned a great deal about DNA testing and that it can be difficult to relay results to the breeders because of the scientific nature of the language used to describe the DNA testing procedures.

Beverly's family occupies most of her time away from the Association. She and Arvel, her husband of 38 years, have two children and two grandchildren, who all live in the Kansas City area. **HW**

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Nancy Thomas

Some people always seem to have a smile and a hello for others. Nancy Thomas is definitely one of those people. She has worked for the American Hereford Association (AHA) for 38 years and the last six years been a customer service representative and data entry operator. Always in a good mood, Nancy answers phone calls concerning cattle transfer and registration. She also answers questions regarding HerdMaster processing and online postings.

Nancy, a local of Kansas City, Mo., has learned to process all aspects of the records department during her tenure with the Association. When she was notified of her employment acceptance in 1968, Nancy almost thought someone was playing a joke on her, for her start date was April 1. She was lucky though; she says that staff refrained from playing tricks on her the first day.

Thinking data entry and computer software manipulation was a secure field to enter, Nancy enrolled in computer software classes after high school. Knowledge from those classes led to a position at Sears, where she continued to take computer-training courses and started her career in data

entry. Six months later, Nancy made the transition to the American Polled Hereford Association (APHA), at that time located on 63rd street, to work as a data-entry operator.

Upon reflection, Nancy recalls the many changes she has witnessed — location, technology upgrades, data entry methods and office atmosphere, plus, a merger. She says although there are many ways to process data, she believes the way the Association's record department currently processes is the most efficient.

The data entry process remains the same from day to day; unlike the customers that Nancy gets to help.

"The people I work with and the conversations with the membership are what I enjoy most about my job," Nancy says. "There is always something new and interesting."

Laughing, Nancy remembers one breeder who was so satisfied with the help she provided him, he sent



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her tomato seeds from his garden. She says she often receives humorous

e-mails and cards, which really say something about the friendly nature of the AHA membership.

Nancy is actively involved in the Order of the Eastern Star of Missouri, a women's extension of the Mason's organization. The group coordinates several charity projects throughout

the year for the community and for nationally known fundraisers for cancer, heart disease and diabetes. She also enjoys gardening and collecting antiques, especially antique teapots.

Nancy and her husband, Richard, have three children, four grandchildren and eight great-grandchildren. They share their home in Grain Valley, Mo., with a dog and three outdoor cats. **HW**