



MEMBER SPOTLIGHT MAY 2019

Name: Bill Roach, CRM

What is your current job title and who is your employer?

My most recent job was as Manager, Records Retention for MoneyGram. There was a reorganization at the company in January 2019, and my position was eliminated. I am currently in search of a new opportunity.

How long have you been in the RIM industry and how did you get your start?

I have been in Records for more than 40 years. My RIM career started quite by accident in January, 1978. I went to work as an Engineering Clerk in the Construction Engineering Department for Reserve Mining Co. in Silver Bay, MN. I had just returned to MN from Oregon where I worked on a mechanized logging crew, was Sales Manager for a shake and shingle mill, and spent time working as a timber faller. The job at Reserve was the only one open at the time. Unfortunately, it required a typing test. The HR Director noted that it was the worst typing test he had ever seen. I responded that the requirement was to take the test, nothing had been said about

passing it. Besides, I had checked with the individual I would be working for and he had told me that no typing was required in the position. I was hired, and loved what I was doing. It was on that job that I first was introduced to Larry Medina, one of my records management mentors.

What do you enjoy most about your current position?

My work at MoneyGram was both interesting and challenging. Much of my time was spent on eDiscovery and litigation support for a number of very large legal matters. The company was also my first exposure to international retention requirements. While the concepts are the same, the rules, especially in Europe are much different. U.S. retention requirements typically identify the minimum timeframe for which the records are to be retained. EU requirements, and those of several others around the world, specify both how long the records are to be retained and when they must be disposed. Additionally, there are very specific requirements on what can or cannot be created or maintained, the format the records are to be retained in, and where the records are to be located. Locating the requirements, determining their application, and developing systems and processes for successful implementation was both challenging and rewarding.

How long have you been a member of the Twin Cities ARMA?

I have been a member of Twin Cities ARMA since moving back to Minnesota in early

2007. Unfortunately, my job kept me from being as active as I was when I was back in North Dakota.

How have you benefited from your ARMA membership throughout your career?

ARMA has been a tremendous benefit. In 1985, I was hired as Records Manager for ANG Coal Gasification Company in Beulah, ND. One of the things needed was a records retention schedule. I didn't know much about retention at the time but knew a couple of folks in Bismarck that were also involved in records. I called one of them and they invited me to an upcoming ARMA meeting. My boss and I decided to attend. We were so impressed that we went back to the office and registered for the upcoming conference in Kansas City. It was there that I met a number of pillars in the records management community, including Dr. Mark Langemo. These individuals, together with the members of the Bismarck-Mandan ARMA Chapter have profoundly influenced my career.

Now for the personal stuff: Tell us about yourself and what you like to do when you are away from work.

Away from work, I love to spend time with my wife, Kris. I also spend considerable time working on the yard and garden. I spend more time than I thought I would on schoolwork. I am working towards an MSL in Organizational Ethics and Compliance at the University of St. Thomas in Minneapolis. I enjoy writing poetry. I am also an avid

hunter and fisherman, doing most of my fishing these days at our cabin at Papaonga Lake in NW Ontario, Canada. It is our family compound where we can go to disconnect and eat fresh walleyes. The lake is known for its high population of "blue" walleyes.



If you were not involved in the RIM industry, is there any other career you would have chosen?

When I was growing up, I wanted to be either a game warden or forester. Both jobs would have let me spend my time outdoors which is what I loved to do. Looking back, I can't think of anything I would have rather done than be who I was, an accidental Records Manager.