

## **Steven W. Monteith**

**Chief Customer and Marketing Officer and Executive Vice President**

Steve Monteith was named chief customer and marketing officer and executive vice president in November 2020. He reports to the Postmaster General and chief executive officer and is a member of the Executive Leadership Team.

Monteith is responsible for corporate strategies and initiatives to increase revenue and financial contributions that resulted in \$80 billion in annual operating revenue. His priorities are implementation of the Delivering for America plan, strengthening the value of mail, growing the shipping business and enhancing the relevance of the Postal Service in the marketplace — both domestically and internationally. Monteith manages relationships with mailers, shippers, partners and industry leaders, including the Mailers Technical Advisory Committee and Postal Customer Council. He oversees planning of the National Postal Forum and is responsible for a workforce of over 3,300 employees in six organizations: Customer Experience, International Business, Marketing, Product Solutions, Sales Intelligence and Support, and Industry Engagement and Outreach.



Monteith joined the Postal Service in 1989 as a management intern, leveraging his skillset to perform in various roles in operations, finance, marketing and retail. As former Marketing vice president, he was responsible for the management of all domestic products, brand strategies and objectives, all industry touchpoints and stamp services.

Monteith is a graduate of Columbia University with a degree in economics and also earned a Master of Business Administration in marketing from the University of Maryland. He has completed the Senior Executive Assessment and Development Center leadership program.