

Gregory G. Graves

Vice President, Area Retail and Delivery Operations, WestPac

Gregory G. Graves was named vice president, Area Retail and Delivery Operations, WestPac Area in August 2020. Graves, based in Denver, oversees more than 106,000 employees and is responsible for customer service, delivery and retail operations for the Area that serves nearly 39 million addresses. He reports to the chief operating officer and executive vice president.



The WestPac Area is the nation's largest geographical postal area and is served by 106,000 employees. The area covers 2.2 million square miles and encompasses 57 percent of the land mass of the United States, including Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, western Wisconsin and Wyoming.

He most recently served as vice president, Western Area, from February 2016 through August 2020. In this role he oversaw all operations for the Western Area including mail processing, transportation, retail and delivery operations. From March 2013 through February 2016, Graves held the position of manager, Operations Support, Pacific Area. In this role, he was responsible for guiding efficient day-to-day processing, transportation, delivery and customer service operations, as well as implementing complex operational solutions for Postal Service customers.

A 37-year postal veteran, Graves previously served as the manager, Integration and Support for the chief operating officer and acting vice president, Delivery and Post Office Operations at USPS Headquarters. Serving as district manager of the Los Angeles District, Mid-America District, and manager, Delivery Programs for the Western Area, Graves executed processes to achieve on-time delivery and exceptional customer satisfaction.

Graves has a Bachelor of Science degree in Business from Columbia College of Missouri, completed graduate business studies at Colorado University, is a graduate of the Postal Service's Executive Leadership Development program and is a certified Green Belt.