

Jenny Utterback

Vice President, Organization Development

Jennifer (Jenny) Utterback was named vice president, Organization Development, in November 2020. She reports to the Deputy Postmaster General and chief human resources officer.

Organization Development works closely with Human Resources and Labor Relations to establish the Postal Service as an “employer of choice” that hires, develops and retains the most capable and diverse set of employees. Utterback oversees the management and direction of the Organization Development team, comprised of Organization Design, Organizational Effectiveness, Talent Management, National Training, Human Resources (HR) Technology, HR Business Solutions and Diversity, Equity, and Inclusion. She supports several key initiatives that promote career development and employee retention, enhance diversity and inclusion, strengthen succession planning, and modernize the Postal Service’s systems and processes. Utterback also manages the leadership and training facilities—the William F. Bolger Center in Potomac, Maryland and the National Center for Employee Development in Norman, Oklahoma.



Utterback began her Postal Service career in 2007 and has served in several leadership and management positions within the organization. Before, Jenny worked at a private civil engineering firm. She has a strong background in organization development and human resources with more than 17 years of experience working in organization design, organizational effectiveness, job classification and evaluation, professional recruitment, and leadership and career development.

Utterback holds a Master of Arts in human resource development from George Washington University and a bachelor’s degree in business administration from the University of Mary Washington. She also holds a certificate in strategic organization design from the University of Southern California, Marshall Center for Effective Organizations.