

Shaun E. Mossman

Vice President, Retail & Delivery Operations — Southern Area

Shaun Mossman was named vice president, Retail & Delivery Operations for the Southern Area in August 2020. Prior to that, he served as vice president, Area Operations for the Southern Area for over four years. Mossman oversees all Retail and Delivery operations in a total of 18 postal districts, spread across 11 states, including Alabama, Arkansas, Florida, Louisiana, Mississippi, Oklahoma, Texas, Georgia, South Carolina, North Carolina, and Tennessee. The Southern Area encompasses over 797,510 total square miles of territory. He reports to the Chief Retail & Delivery Officer and Executive Vice President.



The Retail and Delivery Operations team have as their basic mission to accept and deliver mail and packages efficiently with a high level of customer satisfaction.

Mossman oversees retail and delivery operations at a total of 8,594 postal facilities, and he manages a workforce of 135,373 employees. The Southern Area Retail and Delivery team has an operating budget of \$11.3 billion. Annually, more than 39.2 billion pieces of mail and packages are delivered to over 45.6 million delivery points. Last year, approximately 200,470,421 customers were served at Southern Area retail units, generating a total of \$3.5 billion in retail revenue annually.

Previously, Mossman served as vice president of Finance and Planning. In that role, he was responsible for all revenue and expense budgeting, forecasting, financial analysis and program evaluation. He was also instrumental in completing the Postal Service's Fiscal Year 2016 Integrated Financial Plan.

Mossman's strong operations background was developed through service in a succession of high-level positions, including manager of Operations Support for the Western Area and district manager of the Nevada-Sierra and Big Sky, MT, districts. Under his leadership, these districts consistently ranked among the best in the nation in on-time delivery of overnight First-Class Mail and customer satisfaction.

Mossman began his postal career in 1987 as a letter carrier in Newport News, VA. Later, he held a number of top management positions in the Richmond, VA, district. Mossman also served as Colorado/Wyoming district manager of Operations Programs Support. He has a degree in business administration from Strayer University. Mossman completed the Advanced Leadership Program and the Senior Executive Assessment and Development Center. He is a Lean Six Sigma Executive Green Belt and certified Green Belt.

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