

Steven W. Monteith

Chief Customer and Marketing Officer (CCMO) 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 is a member of the Executive Leadership Team.

Monteith is responsible for all corporate strategies and initiatives to increase revenue and contribution resulting in \$73 billion in annual revenue. He has prioritized improving the customer experience, aligning the Postal Service's goals to effectively meet customers' needs, and building a more customer-centric organization. Monteith manages the relationships with all mailers, shippers, partners and industry leaders. With a workforce of over 3,900 employees, Steve is responsible for five organizations: Customer Experience, Global Business, Marketing, Product Solutions and Sales.



Under Monteith's direction, his teams have developed robust product and pricing strategies, and implemented a national launch of an omni-channel marketing platform. His leadership in building the brand has resulted in the Postal Service recognition by Harris and Morning Consult as a top-rated brand, and recognition by Pew and Gallup as a top-rated agency. He has led the orchestration of customer and industry events to drive growth in the mail and shipping industry.

Monteith joined the Postal Service in 1989, with his most recent position as the marketing vice president. Previously, he served in diverse leadership roles in operations, finance, marketing, and retail including product management executive director, pricing manager, and transactions and correspondence manager.

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