United States Postal Service®

INDUSTRYALERT

June 12, 2024

Area Vice President of Retail and Delivery Operations, Central Area Announces Retirement

Eric E. Henry, Area Vice President of Retail and Delivery Operations, Central Area, has announced he will be retiring from the Postal Service on June 30, 2024, after 35 years of exemplary service. Eric will continue to lead the Central Area through the end of the month and will spend the next three weeks transitioning with Michael Rakes who will serve as the acting Area Vice President, effective July 1, 2024.

Eric began his career with the United States Postal Service as a Casual Employee in 1989. He has served in several executive roles to include District Manager and Area Manager of Delivery Program Support, which positioned him to lead one of the most successful Areas during his time as the Central Area Vice President.

Throughout Eric's distinguished career, he was responsible for overseeing operations including delivery, customer service, and administrative functions that served approximately 76 million customers, spanning over 815,000 square miles in 14 states. This included more than 33.6 million delivery points and 11,571 Post Office facilities. During his tenure as the Area Vice President, he led the Central Area Retail and Delivery team in driving performance improvement and service excellence—moving his Area from last in the country to the number one spot for six consecutive quarters.

Eric has a passion for leading and growing leaders and invested his own personal time to ensure the safety and growth of the employees within his organization. He has been a champion for our customers—leveraging technology and analytics to improve the customer experience. Eric was instrumental in the development of several national processes and tools to improve the retail and delivery organization's ability to analyze and improve key performance indicators across the country. His contributions were no less than stellar as he worked to ensure his team was equipped with the right people and resources to execute the Delivering for America plan and to deliver to the communities we serve.

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475 L'Enfant Plaza SW, RM 4411

Washington DC 20260

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