

Eric Henry

Vice President, Retail and Delivery Operations—Central Area

Eric Henry was named vice president, Retail and Delivery Operations, Central Area, in January 2022. He reports to the chief retail and delivery officer and executive vice president.

In this role, Henry is responsible for overseeing operations including delivery, customer service and administrative functions that serve approximately 76 million customers, spanning over 815,000 square miles in 14 states. The Central Area includes more than 33.6 million delivery points and 11,571 Post Office facilities. Henry has worked to drive efficiency in operations by utilizing analytics, engaging staff and deploying standard processes to ensure all employees understand the role they play to achieve success.



Before, Henry served as district manager, New York 3 District, composed of the former Albany, Westchester and Western New York districts. His previous executive assignments include district manager, Triboro District; Northeast Area manager, Delivery Programs Support; and acting manager, City Delivery, where he created policy and oversaw nationwide City Delivery Operations. He also detailed as the officer in charge of the Philadelphia Post Office.

Henry began his career with the Postal Service in 1994, and has experience in delivery and retail operations, mail processing, and customer service, which will prove invaluable as he leads Central Area toward continuous improvement and delivering top performance.

Henry attended Northwest Missouri State University, is a graduate of the USPS Advanced Leadership and Executive Leadership Programs and is a Lean Six Sigma certified Green Belt.