

Joshua D. Colin

Chief Retail and Delivery Officer and Executive Vice President

Joshua Colin was named chief retail and delivery officer and executive vice president in July 2021. He reports directly to the Postmaster General and chief executive officer.

Dr. Colin leads the Postal Service's strategy to deliver world-class service to every American home and business and to transform Post Offices into destinations that connect and enrich communities. He oversees all retail and delivery operations which include 430,000 employees and more than 30,000 retail and delivery sites. He also leads the effort to create organizational insights and drive operational excellence by leveraging technology and data across all retail and delivery operations.



Before this role, Dr. Colin was vice president, Delivery Operations, where he increased competency, capability and confidence in the Postal Service's carriers and technology systems, drove performance management and optimized delivery.

Dr. Colin began his postal career in 1986. Previously, he served as vice president, Area Operations of the former Eastern Area. In this position, he was responsible for postal operations including mail processing and distribution, customer service and administrative operations in Pennsylvania, Ohio, Tennessee, West Virginia, Delaware, Kentucky, Central and South New Jersey, Western New York, and portions of Virginia and Indiana.

Dr. Colin holds a doctorate in business administration from Trident University International, and master's degrees in human resources management and public administration from Wilmington University in Delaware. He is a trained Green Belt Lean Six Sigma Executive, a graduate of the Advanced Leadership Program and has completed phases I and II of the Postal Service Executive Development Program and the Processing and Distribution Management Program.