



# Leading USPS Military Members and Veterans

The United States Postal Service has long been a leading employer of veterans, offering stable and meaningful career opportunities for those transitioning from military service. Many USPS employees return to civilian jobs after years of serving in structured, high-stakes environments. These individuals bring valuable skills and experiences that can enhance workplace productivity and culture. However, their transition can also present unique challenges that USPS managers and supervisors should be prepared to address.

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## Key Strategies for USPS Managers

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- **Open Communication** – Encourage employees to share concerns; ensure they feel heard and valued. Providing a welcoming environment fosters trust and helps veterans integrate more easily.
- **Mentorship Opportunities** – Pairing veterans with experienced employees, especially fellow veterans, can provide guidance and a sense of camaraderie. Mentorship programs help new employees navigate their roles and establish relationships.
- **Flexibility and Patience** – Adjustments take time. Offering flexible work arrangements when possible, additional training, or gradual workload increases can help veterans regain confidence in new roles.
- **Training and Skill Development** – Encouraging ongoing learning and professional growth allows returning employees to refine their skills and contribute more effectively to USPS operations.

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## How to Utilize Service Skillsets at USPS

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- **Assign Leadership Roles** – Many veterans have experience leading teams in high-pressure situations. Give them opportunities to lead, and allow them to leverage their strengths.
- **Utilize Problem-Solving Abilities** – Veterans are skilled at making quick, strategic decisions and maintaining efficiency. Place them in roles that require critical thinking, logistics coordination, and operational problem-solving for strong results.
- **Foster a Sense of Purpose** – Veterans often excel when they see a clear mission. Reinforce how work at USPS contributes to the country's essential delivery system to motivate them.
- **Encourage Collaboration** – Teamwork is a core strength for many veterans. Encourage cross-functional collaboration to apply their leadership and communication skills effectively.

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Supporting veterans as they transition back into civilian employment is essential for building a strong, inclusive, and high-performing workforce. Leaders with questions about policies and processes—such as military leave, military service buy-back, or Wounded Warrior Leave—are encouraged to reach out to [military@usps.gov](mailto:military@usps.gov)