



Contact HQ

888-367-8777 (888 FOR USPS)

Dial "0" to have customer service route your call.

501(c)(3) letters

*Stephanie Ford, x230
fords@hq.usps.org*

Accounting, invoicing, statements

*Linda Fuller Morris, x217
fullerl@hq.usps.org
Tracy Grimmett, x221
grimmettt@hq.usps.org*

Boating HQ-800 inquiries

*Customer Service, x0
contactme@hq.usps.org*

Commander and educational officer kits

*Lena Padro, x212
padrol@hq.usps.org*

Directories

*Lena Padro, x212
padrol@hq.usps.org*

Dues notices

*Lena Padro, x212
padrol@hq.usps.org
Deliah Holloway, x229
hollowayd@hq.usps.org
Lynnda Stevens, x219
stevensl@hq.usps.org*

Educational Department inquiries

*Mary Pat Mills, x222
millsm@hq.usps.org*

Governing Board, Board of Directors

*Mary Catherine Berube, x211
berubemc@hq.usps.org*

Grants

*SueLee Waller, x238
tangsl@hq.usps.org*

HQ resource management & personnel

*Mary Catherine Berube, x211
berubemc@hq.usps.org*

Information technology

*Kathy Kesterson, x236
kestersonk@hq.usps.org*

Marketing & development

*Tom Kemp, x228
kempt@hq.usps.org*

Membership questions for Districts 1-8, 27-33

*Deliah Holloway, x229
hollowayd@hq.usps.org*

Membership questions for Districts 9-26

*Lynnda Stevens, x219
stevensl@hq.usps.org*

National Program Director

*Ray Tsuneyoshi
916-479-1850
raynortsuneyoshi485@gmail.com*

Officer updates for directories and mailings

*Lena Padro, x212
padrol@hq.usps.org*

Printing

*Jacky Van Doren, x213
vandorenj@hq.usps.org*

Projects support

*Lena Padro, x212
padrol@hq.usps.org*

Shipments & mailings

*Art Stevens, x214
stevensa@hq.usps.org*

Ship's Store

*Art Stevens, x214
stevensa@hq.usps.org
Customer Service, x0
contactme@hq.usps.org*

Squadron liability insurance

*Customer Service, x0
contactme@hq.usps.org*

The Ensign & USPS Compass

*Yvonne Hill, x226
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Amy Townsend, x227
townsenda@hq.usps.org
Tina Tibbitts, x241
tibbittst@hq.usps.org*



United States Power Squadrons Headquarters

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Raleigh, NC 27622**

**888-367-8777
contactme@hq.usps.org
Fax 888-304-0813**

Open Mon-Fri 0800-1630 Eastern



Meet the USPS headquarters staff

Headquarters Executive Director

Mary Catherine Berube

- Responsible for employment, resource and financial management
- Provides organizational support

Manager, Membership Services

Lena Padro

- Manages workflow for membership, accounting and customer service departments
- Manages special projects, including annual dues, national directories, national awards, national meeting seat packets, district and squadron commander kits, and VSC reports

Manager, Administrative Services

Kathy Kesterson

- Manages workflow for the purchasing expediter, education department and warehouse
- Manages headquarters database
- Develops and maintains software for headquarters and national committees on an IBM iSeries mainframe

Manager, Marketing and Development

Tom Kemp

- Works with national committees to expand USPS member benefits
- Develops partnerships with marine companies and organizations, including Brunswick Boats, BoatU.S. and ABYC, to market USPS membership and educational products
- Manages Ship's Store inventory to increase gross profit margin

National Program Director

Ray Tsuneyoshi

- Evaluates objectives relevant to securing grants and identifying sources of revenue
- Works with the manager of marketing and development to identify opportunities and develop campaigns that showcase USPS
- Works with state and federal agencies to promote cooperation with USPS and liaison on grant issues

Accounting Department

Linda Fuller Morris, Tracy Grimmatt

- Provide support and documentation for annual external audit
- Manage accounting functions and reconcile bank accounts for USPS, ABC, national meetings, Century Endowment Fund, HQAB, investments, and Educational Fund and miscellaneous grants
- Prepare monthly statements for districts, squadrons and miscellaneous accounts
- Prepare annual IRS report

Administrative Assistant

Stephanie Ford

- Greets visitors
- Supports the executive director
- Processes incoming mail and faxes
- Processes district and squadron payments
- Processes HQAB payments
- Prepares bank deposits

Customer Service Center

Rachael Jones, Cindy Hodges

- Respond to more than 100 phone calls daily
- Process online Ship's Store orders
- Review USPS website for updates
- Update Ship's Store online catalogue
- Answer calls for America's Boating Course
- Process requests for replacement boating cards

Education Department

Mary Pat Mills

- Processes and creates packing lists for squadron materials
- Generates and ships exams, critiques, award notices, and congratulatory stickers for 13 elective and advanced grade courses
- Processes orders for America's Boating Course

Membership Department

Deliah Holloway, Lynnda Stevens

- Process new members, reinstatements and transfers
- Process Leadership Development and Operations Training certificates

- Provide district and squadron rosters
- Process annual dues and merit marks
- Assist members with DB2000

Outreach Coordinator

SueLee Waller

- Coordinates input and writes grant proposals
- Prepares grant budget and manages cost controls
- Determines priorities and time schedules
- Monitors grant applications through the approval process
- Assists with negotiations for the final contract
- Prepares and submits required reports

Purchasing Expediter

Jacky Van Doren

- Locates vendors, negotiates quotes and issues purchase orders
- Reviews accuracy of vendor invoices and processes for payment
- Prepares national awards
- Liaisons with building-maintenance vendors

Warehouse

Art Stevens, Bob Dadey

- Assemble and ship more than 100,000 packages and letters annually
- Deliver shipments to the post office and coordinate deliveries with UPS
- Receive, check and store delivered materials
- Prepare inventory for auditors at end of year
- Ensure returned course material is properly credited

Publications

Yvonne Hill, Publications Director

Amy Townsend, Senior Editor

Tina Tibbitts, Editorial Assistant

- Produce The Ensign magazine four times a year
- Produce USPS Compass, the monthly electronic newsletter
- Produce the monthly e-mail broadcast to squadron, district and national officers
- Assist national committees with projects