



## **Department of Veterans Affairs Senior Executive Biography**

### **Mitzi A. Marsh**

**Director, St. Louis VA Regional Office**

**Veterans Benefits Administration**



Mitzi A. Marsh was appointed Director of the St. Louis VA Regional Office (RO) on November 2, 2014. In this position, she is responsible for 1,211 employees. The St. Louis RO administers a variety of services and benefits including Compensation and Pension, Veteran Readiness and Employment, National Call Center, Centralized Support processing the nation's Freedom of Information and Privacy Act requests, Integrated Disability Examination System (IDES), special adaptive housing grants, benefits counseling, outreach services for the homeless, elderly, minority, and woman Veterans, and public affairs activities. The St. Louis RO benefits programs annually pay over \$1.9 billion in benefits to over 125,000 Veterans and their beneficiaries. Ms. Marsh is responsible for executing a budget of over \$93 million. Prior to this appointment, Ms. Marsh was the Director of the Wichita VA Regional Office since 2011.

#### **CAREER CHRONOLOGY:**

2014 – Present Director of the St. Louis VA Regional Office  
2011 – 2014 Director of the Wichita VA Regional Office  
2009 – 2011 Assistant Director of the Los Angeles VA Regional Office  
2005 – 2009 Veterans Service Center Manager of the St. Louis VA Regional Office  
2002 – 2005 Veterans Service Center Manager of the Des Moines VA Regional Office  
2000 – 2002 Assistant Veterans Service Center Manager of the Wichita VA Regional Office  
1992 – 2000 Adjudicator, Rating Technician, Rating Specialist, and Claims Processing Coach of the Lincoln VA Regional Office

#### **EDUCATION:**

1992 – Graduate of the Nebraska National Guard Officer Candidate School  
1988 – Bachelor of Science in Management and Accounting, Peru State College, Peru, Nebraska  
1986 – Associates of Science in Accounting, Southeast Community College, Fairbury, Nebraska  
2003 – Leadership VA  
2008 – Leadership for a Democratic Society, Federal Executive Institute  
2008 – Basic Mediation Skills with Clinical Practicum, The Justice Center of Atlanta, Georgia  
2008 – 2009 – VBA Assistant Director Development Program  
2017 – Harvard Kennedy Business School, Senior Executive Fellows Program

#### **AWARDS AND HONORS:**

Ms. Marsh began her federal service with the United States Army Reserve in April 1985 as an enlisted member. She later graduated from Officer Candidate School and was commissioned as 2<sup>nd</sup> Lieutenant, Chemical Officer, receiving the Leadership Excellence Award, in July 1992. Her tenure included full-time service as the Unit Administrator and Staff Administrative Assistant to the Battalion Commander of the 162<sup>nd</sup> Medical Battalion in Lincoln, Nebraska. Her Army Reserve career came to a close in June 1995 to pursue her civilian career with the Department of Veterans Affairs.