

Who we are:

Transportation is so basic that many of us overlook its overwhelming importance in our daily lives. Practically everything used in our homes, offices, or schools across Tennessee – from furniture to food items to clothing – requires a large and complex transportation network. The Tennessee Department of Transportation provides citizens of Tennessee and travelers with one of the best transportation systems in the country. TDOT is a multimodal agency with responsibilities in building and maintaining roads, aviation, public transit, waterways, railroads, cycling and walking. Our involvement ranges from airport improvements to funding transit buses to planning for river ports. The Department of Transportation has approximately 3,500 employees with four statewide region facilities in Knoxville, Chattanooga, Nashville, and Jackson.

Communications Division:

The Communications Division is responsible for promoting the mission, vision, and goals of the Department by integrating the concerns of our customers into our processes and promoting a clear and consistent message both internally and externally. The mission of the Division is to provide leadership in developing and implementing strategic plans that integrate all modes of communication to ensure our customers remain informed and that the Department supports strategies to improve safety, increase mobility, and encourage economic development in Tennessee.

For more information please see link below:

<https://www.tn.gov/tdot/community-relations.html>



Region Communication Specialist
Communications Division
Nashville, TN
\$75,000 annually

Job Overview

The Region 3 Communication Specialist is responsible for supporting the day-to-day regional communications of the Department of Transportation. In collaboration with the Region 3 Communication Officer, the Region 3 Communication Specialist gathers information, fact checks, and creates communications to inform and engage employees, citizens, communities, and stakeholders.

This position will implement the work plans that align with the Communications Division's strategic vision. The Region Communication Specialist works in a matrix organization, providing communications support to all employees geographically located within their region, regardless of their reporting structure. This position reports to the Region Communication Officer and collaborates with internal divisions to support regional communication efforts.

Essential Job Responsibilities

Support the Communications Division in producing engaging communication both internally and externally. Collaborate with internal divisions to capture and document content (e.g., photos, video) for social media.

Establish and ensure a direct relationship between quality and work outcomes by implementing frameworks, policies, and procedural standards.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Provide exceptional customer service to internal and external customers, exercising effective listening skills, providing strategic and proactive communication, prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Maintain all information listed on TDOT projects, including close coordination with regional and HQ engineering staff and information on project websites, SmartWay, and roadway project signs.

Coordinate community meetings, public forums, groundbreaking and ribbon-cutting events, and other regional events and activities, including scheduling, logistics, advertising, and ensuring proper set-up/tear down. Track and maintain routine records and reports related to community engagement meetings, public hearings, and outreach events.

Support media activities by compiling, distributing, and archiving media notes and coordinating the dissemination of facts and information on project messaging to news organizations. Responsible for initial fact-checking for reports, presentations, articles, and other publications.

Coordinate with the Communications Division staff for social media content, project web page content and updates, constituent inquiries, and additional communications tactics and mediums. Assist in response generation for social media comments and questions related to regional projects.

Draft speeches and create and design presentations and community engagement materials.

Qualifications

1. Bachelor's degree in communications, marketing, public relations, organizational leadership, organizational change management, English, journalism, or related field.
2. 3 years of related experience.

Ideal Candidate

The Region Communication Specialist plays a crucial role in regional communications. They enjoy teamwork, thrive under pressure, and take pride in meeting tight deadlines. They have a passion for creativity and curiosity while being detail-oriented and technically adept. As a jack-of-all-trades in communications, they handle everything from scheduling events to brainstorming content ideas that align with the agency's vision and message. The Region Communication Specialist is deeply involved in their community and takes responsibility for effectively communicating the agency's brand and reputation.

Application for the Region Communication Specialist requires completion and submission of the following two items:

1. Letter explaining the applicant's interest in the position.
2. Résumé that is a maximum of two (2) pages.

The two items should be emailed to TDOT.Careers@tn.gov by Monday, September 9th.