People Operations Manager – Nashville, TN

The Tennessee Department of Transportation is seeking to expand the IT Division's Product Development office by hiring an additional highly motivated and hands-on People Operations Manager to help develop and manage our people, processes and programs in an agile software environment.

As the People Operations Manager for TDOT Product Development, will be responsible for helping build and promote the culture at TDOT while delivering the best possible experience to our teams. You will also manage the day-to-day people and team operations while acting as a liaison between employees and management to answer questions or concerns regarding company policies, practices and regulations and product work assignments along with the product development leadership team.

Responsibilities:

- Anticipate potential problem areas within teams and people practices; proactively recommend solutions by listening to issues and raising awareness to the appropriate level of unit leadership when necessary.
- Coach and counsel employees on employee relations issues, professional development/training, and general people initiatives and issues. Seek out information as needed from Human Resources or unit leadership
- Participate in developing unit goals, objectives, and programs for the Product Development Team
- Cultivate a positive work environment and ensure that TDOT is considered the best place to work by our employees
- Administer core people functions; process, verify and maintain documentation relating to the hiring and employee lifecycle for employees as well as direct performance management
- Design, implement, and maintain internal programs and processes in alignment to direction of Product Development Team and IT organization and in alignment with an agile approach
- Conduct relevant people, teams and processes analysis and make recommendations to leadership for process, team and program improvements
- Champion and nurture our culture, values, and mission
- Support recruiting efforts for Product Development Team, including interview creation and coordination, interviewing candidates, creating job descriptions, reviewing resumes, making offers and on-boarding. Should maintain an adaptive approach within defined policies to the highly changing technical marketplace.
- Develop programs for employee development, employee engagement, organizational improvement, non-pay-based incentives and retention, training and provide reporting and analysis of areas of need and improvement

- Develop relationships with external units that support Product Development and pipeline prioritized work to the teams and work to refine the pipeline of work coming into the unit
- Cultivate a culture of feedback in which crucial conversations can be had for purpose of self-correction, areas of perceived growth or disciplinary issues
- Create a culture of customer service to our organization to be responsive to high prioritized product needs while working to protect the teams in the least impactful way
- Actively analyze and plan for staff areas of risk and improvement and incorporate into annual hiring strategy plans and discussions as well as on-going meetings with executive director and unit senior leadership peers

Minimum Education and Experience Requirements:

- Bachelor's or master's degree
- Six (6) years of professional level experience in any one of the following areas: (1) systematic analysis of overall work processes for business or information systems; or (2) project management
- At least one (1) year of experience in leading team members of a project or project management.
- Substitution of experience for education
- Substitution of education for experience

Desired Skills:

- Experience in people operations or management, training, or other highly focused people/program management areas
- Prior supervision of staff is very desired
- Being able to understand and effectively communicate information regarding organizational policies, programs and practices and seeking clarification as needed.
- Ability to maintain high ethical standards, confidentiality, and professionalism in dealing with sensitive issues
- Demonstrated ability to effectively partner, build, trust, communicate and influence at all levels of employees
- Track record using excellent facilitation and conflict resolution skills
- Excellent customer service, written communication and presentation skills
- Creativity and resourcefulness; the ability to solve complex problems independently with minimal guidance
- Prior exposure to agile concepts such as scrum, Kanban or lean principles a definite plus
- Ability to provide coaching and guidance of others to assist them in meeting goals
- Understanding the ability to coach team members "up or out" within an organization and ability to have crucial conversations to address employee issues that may occur.

- Current certifications such as Certified Scrum Master, Certified Product Owner, Certified Agile Leader are a plus for this position but will be part of overall professional development of the position in understanding how the unit functions
- Ability to communicate effectively in both oral and written manner
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- Highly organized with attention to detail and ability to self-manage projects and deadlines with minimal supervision and maintain high visibility
- Microsoft skills such as Word, Powerpoint, Excel and Sharepoint are a definite positive as well.

To be considered for this position, please submit a résumé and letter explaining your interest to

TDOT.Careers@tn.gov immediately as this position will close on July 7, 2021.