

## Who we are:

TDOT is a multimodal agency with responsibilities in aviation, public transit, waterways, railroads, and cycling and walking.

The Department of Transportation (TDOT) has close to 4,100 employees statewide with regional facilities in Knoxville, Chattanooga, Nashville, and Jackson. TDOT's headquarters is located in downtown Nashville.

## What we do:

The Tennessee Department of Transportation (TDOT) provides citizens and travelers of Tennessee with one of the best transportation systems in the country.

**For more information on this position please see job specification link:**

<https://agency.governmentjobs.com/tennessee/default.cfm?action=viewclassspec&classSpecID=99977&viewOnly=yes>



## Traffic Operations Manager (Transportation Manager 1)

TDOT Location

Location: Nashville, TN

Compensation: \$5483.00 to \$8772.00 monthly

### Overview

The Tennessee Department of Transportation is currently hiring a full-time Traffic Operations Manager (Transportation Manager 1) professional for our **TDOT location** location in Davidson County.

The Traffic Operations Division is a Headquarters work unit that establishes policy and procedure, design of capital improvement projects, and provides technical support to Regional TDOT staff. The Traffic Operations Division is responsible for the following operations:

- Management of Traffic Management Center (TMC) & Traffic Incident Management (TIM) programs
- Transportation system performance monitoring and reporting
- Establishing TMC, TIM, & Traffic Engineering guidelines and procedures
- Manage TDOT wireless radio network
- Review of national best practices for Transportation Management & Operations (TSM&O) and emerging technology such as Connected and Autonomous Vehicles
- Support the communication, coordination, and collaboration between Headquarters and Regional offices Research, management, and deployment of ITS projects
- Prepare ITS designs and support deployment of ITS infrastructure.
- ITS Architectures and System Engineering Analysis
- Provide Traffic Engineering legal support for TDOT/State Government (State Traffic Engineer)
- Perform traffic engineering studies (including traffic simulation and analysis)
- Prepare traffic signal, roadway lighting, and roadway signage designs
- Manage state Logo and Tourist Oriented Directional Signs (TODS) programs
- Motorist Information Systems management & support (Tennessee Smart-way, 511, Twitter)

### Responsibilities

This position is responsible for the oversight of policy and procedure, training programs, performance reporting and support for TDOT's Regional Traffic Management Centers (TMCs) and Traveler Information program. Regional TMCs are actively involved in planning, organizing, and coordination of traffic operations activities on Tennessee's roadway network. The TMCs are the 24/7 central hub in

traffic incident response and information dissemination through the TDOT SmartWay system for their Region. TMC personnel continuously monitor live traffic cameras and sensor data to report and respond to traffic conditions and incidents. Operators dispatch TDOT first response units and coordinate with other responding agencies to support the quick clearance of roadway incidents.

### **TMC Support**

- Provide continuous improvement support to Regional programs
- Continually improve communication/coordination/collaboration between Traffic Operations Division and Regions
- Facilitate Quarterly and Annual TMC Managers meeting
- Develop regular communication plan with Regions for TOD TMC Ops team to identify issues and trends and provide solutions. Track and report issues and resolutions

### **TMC Policy and Procedure**

- Evaluate Regional procedures to help establish statewide consistency and compliance with program and departmental guidelines.
- Lead the effort of the TOD TMC team to compile Regional best practices, local manuals, work instruction etc.
- Responsible for the continuous review and update of the TMC Operations manual to ensure consistency in operations and performance
- Develop and submit a schedule to update Operations Manual. Work with HELP Program TM1 counterpart to align HELP update. Collect any interim memos or other guidance stemming from Region TMC use of the TMC Operations manual. Assign and track progress

### **TMC Training**

- Responsible for the continuous review and update of the TMC training program to ensure consistency in operations and performance
- TOD TMC Ops Team - Identify training opportunities from ongoing discussions. Evaluate Regional training programs, develop/update training matrix, update statewide training program. Begin process to integrate with TLN
- TOD TMC Ops Team- Identify and notify Regions of outside training opportunities (seminars, webinars online training). Coordinate Ops Team attendance and disseminate notes to Regions

### **TMC Performance Reporting**

- Review Regional Performance Measures and provide guidance and suggestions on operations improvements
- Pursue the use of performance reporting methods to communicate operations activities to various audiences: executive leadership, TMC leadership, stakeholders, the public, etc.
- Examine existing performance measures, determine key measures for operations and for management, develop regional reporting plan for statewide trends

### **TMC Budget**

- Provide input and support to the Regions for annual TMC budget creation and submission
- Responsible for the preparation of annual TMC Operations budgets, any TDOT and FHWA approvals, etc.
- Evaluate the need for and recommend training on budget preparation and budget management to TM2
- Work with TM2 to evaluate overall budget process and provide recommendations for improvement in areas such as training, transparency, and user friendliness

### **Traveler Information**

- Support Program Monitor in his duties, review and report on traveler information activity and performance measures

- Work with PM and TM2 to evaluate Yellow Dot program, develop and execute strategic plan
- Work with PM and TM2 to evaluate the 511 Program, develop and execute strategic plan

### **Other Projects/Research**

- Review and evaluate national best practices for possible integration into TDOT TMC program
- Act as Division point of contact for outside transportation management programs, initiatives and industry events
- I-24 Smart Corridor – Work with Region 3 to assess and deliver support and training is needed for operations

### **Management**

- Provide support to Project Monitor team members to complete transportation management and traveler information projects including contract management and ongoing responsibilities.
- Assist TM2 develop preliminary position assessments for Program Monitors

### **Communication**

- Submit weekly report detailing TOD TMC Operations Team activity.
- Work to continuously improve communication and collaboration with Region TMCs
- Work to continuously improve communication and collaboration within the Transportation Management Office and within the Traffic Operations Division as a whole.

### **Qualifications**

- Supervisory Experience : 2 years
- Traffic Operations: 5 years

Questions? Email [TDOT.Careers@tn.gov](mailto:TDOT.Careers@tn.gov)

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.