

# **Trans Program Supervisor**

## **Advisory and Training**

**Summary:** Transportation Program Supervisor will oversee 3-4 direct reports / trainers as it pertains to building a training curriculum and overseeing a large scale, department-wide training program on an annual basis. The training will include, but not be limited to, procurement, contracting, and Edison/M3 applications. The target audience for this training will encompass procurement officers and Administrative Services Assistants in the field that are conducting procurement and contracting functions. This position will monitor activities performed by internal procurement staff to ensure policies, procedures and performance standards are being followed.

In addition, the Transportation Program Supervisor will provide manage knowledge management functions so the PCD produces standard documentation; documents that are archived in a manner that is accessible for all team member to access documents along with internal customers in the field. This position will ensure all office administration and procedures sustain effectiveness, efficiencies, and capture all information for quick reference and long-term continuity.

At any time, this multi-faceted professional will have various tasks from supporting a core leadership team of five personnel to creating initiatives to assist with a start-up division and supporting a growing team with on-boarding efforts to customer support in the Procurement and Contracts Division.

By supporting PCD, this individual will also monitor a Customer Services Support Inquiry System that will track all inquiries in the field with priorities assigned to support procurement and contract needs. By analyzing the inquiries, analysis will be formed to determine performance measure by the end users and to determine training needs based on subject matter and timely deliver to increase efficiencies.

Duties and Responsibilities include:

- Identify subject matter in order to create needed training objectives for end users and supervisors in the field.
- Build lesson plans in various ways that will relate to all users as they learn (e.g. lesson plans, Power Point, and Workshops using Edison and Maintenance Management Module.
- Standardize all documents created within PCD that will have standard branding, file names and dates and archived to access and for operational continuity over the years.
- To provide input on building a Customer Service Support Inquiry System that will capture all needs by customers when the customer submits an inquiry.
- To track inquiries by timeframes, frequencies, by Region, by end users, and by subject, priority so that the customer needs are met while analyzing data for training and individual support in the field.
- Partner with other divisions and agencies as it relates to supporting efforts with PCD that includes HR, Procurement, Contracts, Training, and Knowledge Management.

- Responsible for effective ways to enhance collaboration and information sharing through software applications such as Share Point.
- Specifically, responsible for office operations and procedures are organized for standard correspondence and branding, standard filing, historical reference for the office by outlining procedures for protection, retention, record disposal, retrieval, and revision of policies, correspondence and more.
- Support in the adoption of drafting and tracking new policies and standard operation procedures by interacting with the core leadership.
- Provide quality control for the Customer Service Support team by monitoring emails and support requests to ensure responses are provided based on level of priority within allocated timelines.
- Monitor and track all projects by ensuring the core leadership revisits all actionable requirements for each project by completing milestones.
- Provide updates to core leadership on any trends with customer support and information and training needs for customers in the field.
- Remain knowledgeable on procurement, contracts, and Edison by attending training events within other agencies and outside Tennessee Government.
- Implement procedural and policy changes to improve operational efficiency