

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Performance and Quality Management Manager

Asset Management Division – Performance and Quality Management Section
Nashville, TN
\$110,004 annually

Job Overview

The Performance and Quality Management Manager will lead, mentor, and train technical staff through empowerment, communication, and delegated authority. This position will oversee the prioritization and development of work plans aligning with the strategic vision of the Performance and Quality Management Section. This role ensures effective delegation of authority and responsibility while providing the necessary resources to drive success. Additionally, this position will collaborate with TDOT leadership to establish, identify, and monitor performance and quality measures that provide critical information for strategic initiatives. These initiatives propel efficient and effective activities, ensuring the Department meets or exceeds its goals and objectives.

The Performance and Quality Management Manager will supervise technical staff, develop performance plans, schedules, and budgets, and ensure expected outcomes, performance, and accountability of team members. By integrating performance and quality management strategies into daily operations and long-term planning, this role will play a crucial part in ensuring the longevity, cost-effectiveness, and overall performance of TDOT's infrastructure assets.

Essential Job Responsibilities

Manage resources and staff utilization to ensure programs are consistent and aligned with TDOT's strategic goals. Lead the development of quality asset management-driven policies, processes, and guidelines. Manage external partners along with the Professional Services Division, including contract negotiation, contract scope development, and documentation of consultant qualifications.

Establish, implement, and manage a Quality Management System (QMS) framework and program for the Department. Review and update policies and procedures related to the QMS regularly to ensure they continue to meet the Department's compliance reporting and legislative and Legal requirements while maximizing the quality and efficiency of internal operations.

Establish and ensure a direct relationship between quality and work outcomes by developing metrics and dashboards to track the plan development and project delivery processes. Identify and report on trends in overrun costs, project delays, non-compliance issues, and other metrics impacting the Department's investments.

Identify and report on compliance with the Project Delivery Network (PDN) concerning data quality, including scope, permits, right of way, utilities, environment, and design.

Coordinate with the Division's Asset Management Sections and TDOT Leadership to address process control compliance. Develop auditing procedures, manuals, and guidelines with established performance metrics to drive quality. Develop reports, identifying trends to assist TDOT Leadership in assessing resources and accountability. Review and update these auditing procedures frequently.

Compile and produce reports that comply with Federal Highway Administration (FHWA) requirements for the Transportation Asset Management Plan (TAMP) and will assist in developing Department policies, technical guidance, procedures, and manuals related to performance conditions, quality management, and overall asset lifecycle needs.

Define critical asset management quality-related goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager; support the Project Manager by reviewing Scopes of Work in collaboration with all relevant Asset Management Sections, TDOT Roadway, TDOT Operations, TDOT Maintenance, and TDOT Construction; and develop a solutions-based quality initiative that supports overall asset lifecycle needs.

Lead the Performance and Quality Management Section in delivering exceptional customer service to internal and external stakeholders by actively listening, responding promptly, and maintaining clear, accurate documentation. Ensure effective communication and the provision of precise, real-time data to support the Asset Management Division. Support the implementation of automated tools for data collection and reporting to enhance efficiency and accessibility for all users.

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

Remain current on national best practices regarding Performance and Quality Management for TDOT employees, contractors, and the traveling public. Perform specialized administrative, analytical, and technical work to identify, evaluate, prioritize, and implement the Division's processes. Ensure initiatives are delivered consistently, according to Departmental and Federal Highway Administration guidelines, through effective and efficient quality review, analysis, and compliance reporting with TDOT guidance documents, policies, and procedures.

Lead the Performance and Quality Management Section in identifying, providing, creating, and updating training that assists with improved quality initiatives aligned with key findings that drive performance. Report to TDOT Leadership annually, or as requested, on the process reviews and key findings.

Assist in ensuring Performance and Quality Management deliverables are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree in business administration, science, statistics, economics, or relevant field
- 8 years of demonstrated competency in a transportation related field, that includes at least 2 years of demonstrated competency in supervision.

Ideal Candidate

The Performance and Quality Management Manager is a highly analytical individual with a sharp eye for detail, possessing exceptional problem-solving skills and the ability to make data-driven decisions. They thoroughly understand performance standards, quality management processes, regulatory requirements, data formats, security, and asset management software. Skilled in project management, they effectively manage multiple projects while

fostering collaboration among diverse teams and stakeholders. Their strong leadership, communication, and team management abilities enable them to work seamlessly across departments to implement innovative strategies that enhance efficiency, sustainability, and safety in TDOT's infrastructure. They proactively identify areas for improvement, mitigate risks, and drive a culture of continuous improvement to ensure the longevity, cost-effectiveness, and performance management needs of TDOT's infrastructure. The Performance and Quality Management Manager's strategic mindset allows them to anticipate challenges and implement preventative measures, ensuring compliance and excellence in asset and quality management.