

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.



Investigations Team Lead

Audit Division – Investigations Section

\$106,932 annually

Job Overview

The Investigations Team Lead will lead, mentor, and train the Investigations Team through empowerment, communication, and delegated authority. This position will implement compliance procedures, processes, and plans that align with the Investigations Section's strategic vision and will effectively delegate authority and responsibility, when applicable while providing the resources for the Investigations Team to be successful.

This position will implement Department policies, methodologies, tools, resources, procedures, relevant training, governance, and manuals to lead and assist the Investigations Team in producing work products, processes, and services required to develop, oversee, and implement investigation governance, strategy, planning, and state and federal regulation compliance functions.

The Investigations Team Lead will supervise a team of technical staff, manage performance plans, and develop schedules and budgets. They will ensure that each team member meets their expected outcomes, maintains high-performance standards, and upholds accountability. The Investigations Team Lead will research and report national best practices and implement ideas that drive innovation and efficiency within the Investigations Team.

Essential Job Responsibilities

Manage resources and staff utilization to enable the Investigations Team to perform their roles efficiently, addressing challenges and unanticipated issues with agility. Deliver investigation services to TDOT, including detecting, investigating, and identifying fraud, waste, abuse, misconduct, integrity-related issues, and matters involving Human Resources and Civil Rights. Plan and conduct risk assessments and training, mentor team members, provide technical assistance and support, monitor and report findings, and provide recommendations that comply with TDOT, state, and federal Civil Rights policies, regulations, and standards.

Ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Investigations Section and coordinating with the Quality Assurance and Operations Support Auditor to assist with quality control tasks per the TDOT Quality Assurance Process with respect to statewide investigations.

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

Lead and supervise the Investigations Team in providing exceptional customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively. Oversee fraud, waste, abuse, misconduct, Human Resources, Civil Rights, and other integrity-related investigative practice standards, findings, and reports, demonstrating accountability and transparency. Establish and maintain essential contacts and professional working relationships with the Human Resources and Civil Rights Division Leadership and staff, Bureaus of Administration, Engineering, and Planning and Region staff, local, state, and federal agencies and counterparts, and industry partners and stakeholders to ensure compliance with broader transportation initiatives.

Guide the development and implementation of revisions to TDOT, state, and federal policies, processes, procedures, goals, requirements, regulations, and reporting standards and guidelines related to investigation quality management components; perform investigation oversight, outreach, and technical assistance, capability building, and supportive services, data collection and reporting, and compliance components for fraud, waste, and abuse, misconduct, Human Resources, and Civil Rights requirements.

Participate in peer reviews and exchanges with transportation organizations. Identify national best practices related to investigative strategy development, implementation, management, and compliance for TDOT employees and contractors; incorporate research, evaluation, and implementation of emerging technologies and methodologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures to streamline compliance reporting, workforce analysis, and investigation tracking and ensure data is accessible and actionable for stakeholders.

Guide the development and implementation of technology in partnership with the TDOT Information Technology Division to ensure program success while adhering to investigative laws, policies, requirements, and standards.

Provide oversight in the development of investigative work products, processes, and services that 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 Finance, Accounting, Business Administration, Public Administration, Criminal Justice, Law Enforcement, or other related field and
- 5 years of demonstrated competency in developing, implementing, and managing audit programs or other related field

Preferred Qualifications:

- Certified Public Accountant (CPA), Certified Internal Auditor (CIA), Certified Forensic Accountant (CrFA), Certified Information Systems Auditor (CISA), or Certified Fraud Examiner (CFE); Certified Compliance and Ethics Professional (CCEP); Certified Government Auditing Professional (CGAP); Professional Investigator License/Certification
- Experience leading investigative services

Ideal Candidate

The Investigations Team Lead is a proactive and detail-oriented professional with a strong commitment to integrity, accountability, and ethical practices. They possess a natural curiosity and a tenacity for uncovering the truth. As a confident and empathetic leader, they excel at leading teams, mentoring staff, and fostering a collaborative work environment to ensure high-quality investigative outcomes. With exceptional communication and interpersonal skills, they are adept at building trust and credibility with stakeholders, including internal leadership, external partners, and regulatory agencies. They are strategic thinkers who remain composed and focused in high-pressure situations, leveraging their problem-solving abilities and innovative mindset to address complex challenges. They are dedicated to promoting transparency and compliance, and they play a critical role in upholding TDOT's mission and values while ensuring the highest standards of investigative excellence.