

## 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.



### **Small Business Development Team Lead**

Civil Rights Division – Small Business Development Section

Nashville, TN

\$103,848 annually

### **Job Overview**

The Small Business Development Team Lead will lead, mentor, and train the Small Business Development Team through empowerment, communication, and delegated authority. This position will implement state and federal nondiscrimination programs that align with the Small Business Development Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while providing the resources for the Small Business Development Team to be successful.

This position will implement Department policies, methodologies, tools, resources, procedures, relevant training, governance, and manuals to lead and assist the Small Business Development Team in administering and monitoring programs and activities required to implement Disadvantaged Business Enterprise (DBE) Programs and state and federal compliance functions.

The Small Business Development 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 Team Lead will research and report national best practices and implement ideas that drive innovation and efficiency within the Small Business Development Team.

### **Essential Job Responsibilities**

Manage resources and staff utilization to allow the Small Business Development Team to perform their roles effectively and efficiently, maximizing their ability to address unanticipated challenges successfully. Deliver Small Business and Disadvantaged Business Enterprise services to TDOT, including but not limited to, developing and managing SBE and DBE programs and goals, planning and conducting internal and external training, organizing outreach, mentorship, partnership, and stakeholder engagement events, providing technical assistance and supportive services, monitoring, reporting, and ensuring compliance with the Code of Federal Regulations, Small Business Act, and Civil Rights Act of 1964 requirements and regulations.

Integrate Quality Management into all work products and services in compliance with the Quality Assurance unit within the Small Business Development Section.

Ensure SBE and DBE input and compliance in the development of contracts and

the oversight of external partners by facilitating SBE and DBE Programs that promote diversity, equity, inclusion, and economic opportunities. Serve on selection committees for professional engineering and non-engineering consultant services and construction contracting. Confirm that SBE and DBE Program principles, standards, and requirements are integrated throughout the procurement process as needed. Support the development of Requests for Proposals (RFPs), Requests for Qualifications (RFQs), Requests for Information (RFIs), Invitations to Bid (ITBs), and other contract solicitation processes by participating in project-specific marketing meetings, helping to establish inclusive scoring criteria, and contributing to project information sessions. Attend consultant debriefs as needed and ensure compliance and equity considerations are included in projects for which Alternative Delivery methods are applied.

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

Provide SBE and DBE Program expertise and support to Project Teams as part of a matrix organization as they develop visions for TDOT and Local Agency transportation projects by defining critical SBE and DBE goals, participation rates, educational and capacity-building opportunities, compliance improvements, and intended outcomes related to transportation improvement projects, operations, and facilities improvements. Provide accurate, relevant, and comprehensive data, key metrics, program status and progress updates, and other material to ensure compliance with DBE requirements for the State of Tennessee. Participate with Project Teams within TDOT to assess risks and address DBE Program requirements and compliance concerns. Ensure SBE and DBE Program factors are considered and implemented to provide guidance and resources that foster equitable competition, address historical and anticipated disparities, and ensure compliance with federal and state requirements and regulations, ensuring fair opportunities for all communities and stakeholders.

Lead the Small Business Development 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. Prepare and disseminate internal and external reports on DBE and SBE Program performance, demonstrating accountability and transparency. Establish and maintain essential contacts and professional working relationships with the Civil Rights Division Leadership, Bureaus of Administration, Engineering, and Planning and Region staff, local, state, and federal agencies and counterparts, and industry partners and stakeholders to align small and disadvantaged business development needs and goals with broader transportation initiatives.

Guide the development and implementation of revisions to state and federal policies, processes, procedures, goals, requirements, regulations, and reporting standards and guidelines related to DBE Programs' quality management components; perform SBE and DBE Program oversight, outreach, and technical assistance, capability building and supportive services, data collection and reporting, and compliance components for complex projects having the highest degree of risk; obtain, maintain, and incorporate applicable input from stakeholders for consideration in modifying SBE and DBE rules during the update cycles; assist with the review of SBE and DBE related documents; and assist with Risk and Utilization Assessments.

Participate in peer reviews and exchanges with transportation organizations. Identify national best practices related to SBE and DBE Programs 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, enhance SBE and DBE program delivery, and ensure data is accessible and actionable for stakeholders.

Guide the development and implementation of technology in partnership with the TDOT Information Technology Division that ensures program success while adhering to Federal and State DBE Programs' laws, policies, requirements, and standards.

Provide oversight in the development of SBE and DBE Program work products 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 Law, Public Administration, Business Administration, Political Science, Sociology, Social Work, Urban Planning or other related field
- 5 years of demonstrated competency in developing, implementing, and managing SBE and/or DBE compliance programs

### **Ideal Candidate**

The Small Business Development Team Lead is a visionary leader and strategic thinker with a strong commitment to promoting equity and diversity in transportation programs and projects. They are deeply passionate about creating opportunities for Small Business Enterprises (SBEs) and Disadvantaged Business Enterprises (DBEs) to thrive in competitive environments. They focus on fostering partnerships and cultivating strong relationships with internal teams, contractors, industry stakeholders, and community organizations to support SBE and DBE Program integration into transportation projects. The Team Lead is an innovative problem solver and approaches challenges with resilience, adaptability, and a solutions-oriented mindset, ensuring program success and stakeholder satisfaction.