

## 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.



### **Maintenance Team Lead**

District Operations – Maintenance

\$98,000 - \$109,000 annually

#### **Job Overview**

The Maintenance Team Lead will lead, mentor, and train the maintenance personnel through empowerment, communication, and delegated authority. This position will develop work plans that align with the Department's strategic vision and will effectively delegate authority and responsibility, while ensuring the availability of resources for the Maintenance staff to be successful. The Maintenance Team Lead will supervise technical staff and implement performance plans, ensuring expected outcomes, performance, and accountability of each team member.

This position will actively direct maintenance within their unit ensuring a high-quality product that is delivered within the scope, schedule and budget. This position will implement department policies, discipline-specific technical guidance, procedures, maintenance proficiency training and manuals when leading their Maintenance Team. The Maintenance Team Lead will research national best practices to drive innovation and efficiency within the Maintenance Division and assist in the develop and implementation of these innovative best practices within their Team.

#### **Essential Job Responsibilities**

Establish and ensure that there is a direct relationship between quality and work outcomes by implementing maintenance standards and coordinate with the Maintenance Superintendent and Materials and Testing in assisting with quality control tasks as per the TDOT Quality Assurance Process.

Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Participate on Project Teams as part of a matrix organization in developing the project vision. Assist in the definition of goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Management related to maintenance elements, effectively coordinating with other units within TDOT to mitigate constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN); managing staffing and augmenting with Construction Engineering and Inspection (CEI) services, contractors or other outside vendors; proactively assess risk factors; and, for Project Teams associated with Alternative Delivery Contracts, forecast the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and long term maintenance considerations.

Lead the maintenance team within your District in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively. Actively support the maintenance proficiency program and ensure employees are progressing to expectations.

Provide input in the development and implementation of revisions to the design and maintenance specifications standards, and procedures related to ensuring quality management practices, and assessment risk strategies and mitigation. Ensure operation and administration of vehicle and asset management of fleet is consistent with safety and service.

Provide input on national best practices related to maintenance practices for TDOT employees, contractors, and the traveling public; research, and recommend emerging technology concepts to be incorporated into TDOT's guidance documents, processes and procedures.

Develop performance factors for your unit that ensure maintenance staff provide deliverables that are consistent, predictable, and repeatable, providing consistently high levels of achievement, mitigation of risk, and an established track record of success.

### **Qualifications**

- Bachelor's degree in Engineering
- 5 years of demonstrated competency in construction, maintenance, design, and/or construction or project management

OR

- Associate degree in related field
- 7 years of demonstrated competency in construction, maintenance, design, and/or construction or project management

OR

- High school diploma or equivalent
- 9 years of demonstrated competency in construction, maintenance, design, and/or construction or project management

### **Ideal Candidate**

The District Maintenance Team Lead plays a pivotal role in overseeing and leading the maintenance team and ensuring the smooth and efficient maintenance operations. They take a proactive approach of sharing their extensive knowledge and experience to ensure that the maintenance team remains well-equipped to handle complex tasks and adapt to emerging challenges. The District Maintenance team lead understands the importance of empowering staff and nurturing their professional growth. They coordinate effectively with headquarters and their team to streamline communication and ensure a unified approach to maintenance task. The District Maintenance Team Lead has a strong work ethic and the ability to prioritize and manage maintenance needs. Through their dedication and expertise, the District Maintenance Team Lead ensures their team operates seamlessly and delivers high quality work.