

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.



Employee Experience, HR Communications, and Change Support Human Resources Generalist 2

Human Resources Division – Employee Engagement Section
Nashville, TN
\$66,120 annually

Job Overview

The Employee Engagement Employee Experience, Human Resources (HR) Communications, and Change Support HR Generalist 2 supports the employee experience by developing clear and effective HR communications, engagement and feedback activities and resources, and change management strategies and materials that promote understanding of HR programs, services, expectations, available resources, and organizational changes across the Department.

This position supports employees, supervisors, leaders, HR partners, Regions, and Headquarters (HQ) divisions by coordinating communications and resources that strengthen awareness, participation, and connection to HR programs, services, resources, and organizational changes, and available support pathways. The HR Generalist 2 develops practical communications and support resources that promote consistent access to information, clarify expectations and available support, and contribute to a positive and consistent employee experience.

The HR Generalist 2 promotes HQ employee connection and cross-division engagement by coordinating opportunities for all employees, programs, and work environments to build relationships, participate in engagement and recognition efforts, and strengthen connection to TDOT's mission and workplace culture. The HR Generalist 2 collaborates with the HR sections, Communications, Legal, and Civil Rights Divisions, and other stakeholders to coordinate messaging, engagement activities, change support, and related resources.

The HR Generalist 2 also supports major employee feedback efforts, including enterprise-wide employee engagement surveys, by coordinating survey communications, participation support, employee and supervisor messaging, and post-survey follow-up materials in collaboration with Communications and HR leadership. This position reports to the Employee Engagement Headquarters (HQ) HR Support Team Lead.

Essential Job Responsibilities

Develop and maintain HR communications, guidance, and related resources that support consistent messaging and access to information across Employee Engagement programs and initiatives. Assist with maintaining communication workflows, review and approval processes, distribution planning, and follow-up needs.

Draft, edit, and coordinate clear, practical HR communications for employees, supervisors, leaders, Regions, HQ divisions, and HR partners. Translate technical, complex, or sensitive HR information into plain-language materials that clarify expectations, available resources, required actions, and points of contact.

Support employee experience and engagement activities by coordinating communications, resources, and participation efforts related to surveys, employee feedback opportunities, recognition, onboarding feedback, HR awareness, HQ connection, and cross-division engagement. Develop materials that support participation, awareness, and connection to TDOT's mission and workplace culture.

Support HR-related and department-wide change management efforts by developing communication and adoption-support materials that explain what is changing, why it matters, what actions are needed, and where employees and supervisors can obtain additional information or support. Coordinate stakeholder messaging, supervisor guidance, feedback resources, and follow-up communications in support of change readiness and adoption.

Assist with employee engagement survey administration and other major employee feedback efforts by coordinating survey communications, participation messaging, supervisor and leader resources, post-survey communications, and follow-up materials in collaboration with Communications and HR leadership.

Maintain Employee Engagement communication channels, shared content, and employee-facing resources. Support updates that improve accessibility, consistency, clarity, and usability of HR information for employees, supervisors, leaders, and HR partners.

Monitor recurring questions, communication gaps, employee feedback, engagement themes, onboarding feedback, and change impacts to identify opportunities for improved communication, resources, and employee support. Assist with preparing summaries and recommendations for review by Employee Engagement leadership.

Coordinate with HR sections, Communications, Legal, Civil Rights, and other stakeholders when communications, engagement activities, or employee-facing resources require shared input, review, or approval. Facilitate information sharing, clarify responsibilities, and support appropriate follow-up while maintaining established ownership boundaries.

Coordinate with the Employee Engagement Operations, Innovation, and Readiness HR Generalist 2 to align communications, employee-facing resources, engagement activities, feedback efforts, and change-support materials with related planning, readiness, and implementation activities.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process. Support TDOT's values and mission by contributing to clear communication, meaningful employee engagement, and consistent employee experience.

Qualifications

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to three years of professional human resources work.

OR

Substitution of Education for Experience: Additional graduate coursework in human resources administration or other related acceptable fields may be substituted for the required experience, on a year-for-year basis, to a maximum of one year.

OR

Substitution of Experience for Education: Qualifying full-time professional or paraprofessional human resources experience may be substituted for the required education on a year-for-year basis to a maximum of four years.

Ideal Candidate

The Employee Engagement Employee Experience, Human Resources (HR) Communications, and Change Support HR Generalist 2 is a clear, thoughtful communicator who is skilled at translating complex or sensitive HR information into practical, easy-to-understand messages and resources. They are organized, responsive, detail-oriented, and able to manage multiple communication and engagement priorities while maintaining accuracy, consistency, and appropriate follow-through.

The HR Generalist 2 works effectively with employees, supervisors, leaders, HR partners, and other stakeholders and is comfortable supporting employee engagement, feedback efforts, organizational change, onboarding communications, and cross-functional initiatives. They demonstrate sound judgment, strong interpersonal awareness, and the ability to tailor communications and resources to different audiences while recognizing when additional review, guidance, or approval is needed. The HR Generalist 2 is adaptable, collaborative, and solutions-focused, with strong writing, coordination, and problem-solving skills. They are comfortable using digital communication, collaboration, and information-management resources to support timely communication, employee participation, and consistent employee experience.