

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.



Operations, Innovation, and Readiness Human Resources Generalist 2

Human Resources Division – Employee Engagement Section

Nashville, TN

\$66,120 annually

Job Overview

The Employee Engagement Operations, Innovation, and Readiness Human Resources (HR) Generalist 2 supports the planning, coordination, tracking, documentation, readiness, and follow-through of recurring HR programs, employee support processes and tools, change efforts, and cross-functional initiatives that support the department.

This position supports Employee Engagement and HR partners in preparing for, organizing, tracking, and supporting new and recurring HR initiatives, department-wide changes, onboarding workflows, employee engagement survey activities, HR processes, and cross-section projects. The HR Generalist 2 develops practical planning, governance, reporting, and implementation tools and resources to support consistent coordination, readiness, and follow-through.

This position also supports new or evolving HR and workforce initiatives and innovations by translating established concepts into practical work plans and documented handoffs to the appropriate HR section, TDOT division, or program owner for maintenance and sustainability. The position works closely with the HR sections, Communications, Legal, and Civil Rights Divisions, and other stakeholders to organize work, clarify handoffs, support readiness, document workflows, coordinate implementation needs, and maintain practical tools that support consistent HR service delivery.

This position assists in coordinating major employee feedback efforts, including enterprise-wide employee engagement surveys, maintaining timelines and trackers, coordinating process needs, organizing dashboard information, summarizing themes, and supporting action-planning follow-up with leaders. This position reports to the Employee Engagement Headquarters (HQ) HR Support Team Lead.

Essential Job Responsibilities

Develop and maintain standardized tools, resources, and guidance that support consistent execution of Employee Engagement programs and initiatives. Assist with improving documentation, reporting methods, governance resources, and shared practices that strengthen consistency and ease of use across the Department.

Support change management efforts by preparing stakeholder and audience information, readiness resources, adoption-support materials, feedback tools, and

lessons-learned documentation. Assist with identifying barriers, dependencies, and support needs that may affect implementation and employee adoption.

Create and maintain process maps, workflow documentation, and related resources that clarify roles, handoffs, decision points, escalation points, dependencies, and recurring requirements. Use documented workflows to identify opportunities for improved consistency, coordination, and process clarity.

Assist with employee engagement survey administration and related feedback efforts by organizing survey information, monitoring participation trends, preparing results and discussion materials, and supporting action planning and follow-up activities with leaders.

Maintain Employee Engagement resources and shared content, including SharePoint materials, templates, guides, reference tools, and program documentation. Support updates that improve accessibility, consistency, and usability of information for HR partners, leaders, supervisors, and employees.

Coordinate with HR sections, Communications, Legal, Civil Rights, and other stakeholders when Employee Engagement work requires shared input, review, or support. Facilitate information sharing, clarify responsibilities, and help ensure appropriate follow-up while maintaining established ownership boundaries.

Support the transition of new or updated tools, resources, and processes to the appropriate HR section, TDOT division, or program owner by preparing documentation, clarifying responsibilities, and assisting with handoff activities needed for ongoing maintenance and sustainability.

Monitor assigned activities, feedback, issues, and recurring questions to identify patterns and opportunities for improvement. Assist with preparing summaries, reports, and recommendations for review by Employee Engagement leadership.

Coordinate with the Employee Experience, HR Communications, and Change Support HR Generalist 2 to align internal planning resources with employee-facing communications, engagement activities, and change-support materials.

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 consistent, responsive, and effective HR practices.

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 Operations, Innovation, and Readiness Human Resources (HR) Generalist 2 is a highly organized, adaptable, and solutions-focused professional who is comfortable working in a fast-paced and evolving environment. They demonstrate sound judgment, strong attention to detail, and the ability to manage competing priorities while maintaining a high standard of accuracy and follow-through. The HR Generalist 2 is a clear communicator and collaborative partner who works effectively across teams and functional areas. They approach new or unfamiliar work with curiosity, quickly build an understanding of processes and expectations, and are comfortable supporting change, innovation, employee feedback efforts, and continuous improvement. The ideal candidate is dependable, responsive, and resourceful, with strong problem-solving skills and the ability to recognize when additional guidance, coordination, or escalation is needed. They are comfortable using technology and shared information resources to support effective communication, reporting, and collaboration.