

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Production Support Manager

Engineering Division – Production Support Section

Nashville, TN

\$124,800 annually

Job Overview

The Production Support Manager will lead, mentor, and train technical staff through empowerment, communication, and delegated authority. This position will develop work plans that align with the Production Support Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Production Support Section to be successful.

This position will assist in the development of Department policies, discipline-specific technical guidance, procedures, manuals, and design standards; assist the Engineering Division and Production Support Section in producing deliverables that meet production schedules; assist in coordinating and performing the quality management reviews for pre-construction tasks as outlined in the Project Delivery Network (PDN); facilitate training statewide to ensure the continued development of TDOT preconstruction staff; and assist Project Teams by providing statewide technical expertise in Value Engineering, Landscape and Aesthetics Architecture, ADA Design, and Context Sensitive Design. The Production Support Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Production Support Manager will research national best practices to drive innovation and efficiency within the Production Support Section.

Essential Job Responsibilities

Manage resources and staff utilization to allow the Production Support Section to perform their roles effectively and efficiently, optimizing the Team's ability to successfully address unanticipated challenges. Assist in the management of external partners together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of contract scopes, management of contract tasks, and documentation of consultant performance and qualifications.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the Production Support Section and assist with Quality Assurance for all Sections within the Division. Ensure consistency and compliance for the implementation of statewide policies and standards related to the TDOT Quality Assurance Process are being accomplished statewide for the purpose of reducing plan errors, right-of-way delays, construction delays, and contractor claims.

Assist in the development of a Consultant Acquisition Plan (CAP) by providing strategic leadership in utilizing consultants for program and project delivery and oversee consultant activities to ensure quality products and services are provided. Serve on selection committees for professional engineering and non-engineering services. Provide support in the development of the Request for Proposal (RFP) by attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending de-briefs with consultants.

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

Assist Project Teams, as part of a matrix organization, in developing the project vision for those projects having the highest complexity; assist in defining critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager related to Aesthetics, ADA Compliance, and Value Engineering; apply context-sensitive design strategies; proactively coordinate with other units within TDOT to assess risks, ensure consideration of constructability, operations and maintenance concerns, and develop solutions based on overall lifecycle costs as part of Functional Design Plans development per the Project Delivery Network (PDN); and forecast the cause and effect of implementing Alternative Technical Concepts (ATCs) related to Alternative Delivery projects.

Lead the Production Support Section in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, communicating effectively, and soliciting input/feedback to ensure policies, processes, and procedures are accurate, and, in coordination with the Technical Training Director, facilitating training that addresses required proficiencies, provides for application opportunities, and supports employee technical development at a sufficient frequency that allows for efficient project delivery.

Remain current on revisions to the design codes, policies, manuals, and standards; maintain collaboration with the transportation industry to enhance the work of preconstruction teams through the implementation of new technologies and national best practices; lead the development of policies and procedures related to aesthetics, ADA compliance, and Value Engineering; in coordination with TDOT leadership, assist in defining the Department's vision for aesthetic corridor planning, perform the design and analysis of aesthetic elements as part of transportation projects; assist with identifying value engineering recommendations for complex projects having the highest degree of risk, assist with the design of ADA elements for transportation projects, implement effective training techniques to assist with proficiencies focusing on critical competencies that drive performance for the Division.

Develop and implement a multi-level production support dashboard that provides transparency, accountability, and a comprehensive approach, including a post-delivery analysis, to drive performance within the Division.

Assist in ensuring Production Support deliverables 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 Civil Engineering
- Licensed PE
- 8 years of demonstrated competency in a transportation engineering field that includes 2 years of demonstrated competency in supervision