

## 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.



### **Quality, Policy, Standards Team Lead**

Environmental Division – NEPA and Quality Section

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

#### **Job Overview**

The Quality, Policy, and Standards Team Lead will lead, mentor, and train the Quality, Policy, and Standards Team through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the Environmental NEPA and Quality Section's strategic vision and will effectively delegate authority and responsibility, when applicable while ensuring the availability of resources for the Quality, Policy, and Standards Unit to be successful.

The Quality, Policy, and Standards Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Quality, Policy, and Standards Team Lead will research national best practices to drive innovation and efficiency within the Quality, Policy, and Standards Team and will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Quality, Policy, and Standards Unit in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program.

#### **Essential Job Responsibilities**

Manage resources and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division, including negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completing consultant grading. Provide oversight in the development of Quality, Policy, and Standards deliverables and ensure that they are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Quality, Policy, and Standards Team as per the TDOT Quality Assurance Process.

May assist in the development of Consultant Acquisition Plans (CAP) and oversight of external partners by serving on selection committees for professional engineering services as part of the Brooks Act. 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.

Lead the Quality, Policy, and Standards Team 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.

Guide the development and implementation of revisions to the environmental procedures, standards, manuals, and guidelines related to Quality, Policy, and Standards; ensure Quality, Policy, and Standards requirements are applied to Environmental Division deliverables; and assist with the review of Quality, Policy, and Standards documents.

Provide input on national best practices related to Quality, Policy, and Standards for TDOT employees, contractors, and the traveling public; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes and procedures.

Guide the development and implementation of a tracking mechanism that ensures the contractual agreements, scope, schedule, budget, and quality of all Quality, Policy, and Standards deliverables support the delivery of the Department's Work Program while also ensuring compliance with Federal and State traffic design and regulations.

### **Qualifications**

Bachelor's degree

5 years of demonstrated competency in an environmental-related field.

### **Ideal Candidate**

The Quality, Policy, and Standards Team Lead provides leadership, strategies, and coaches Environmental Division staff. They provide constructive feedback and strategic direction to ensure sound environmental compliance and implementation of environmental regulations. They are a thought-partner and problem-solver for the team, and they maintain strong interpersonal relationships with staff at all levels. The Quality, Policy, and Standards Team Lead communicates and collaborates across the agency and assures that their unit is well-informed, equipped, and supporting in achieving the Environmental Quality and NEPA Section's strategic vision.