

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.



Payroll Team Lead

Finance Division – General Accounting Section
\$103,848 annually

Job Overview

The Payroll Team Lead will lead, mentor, and train the Payroll Team through empowerment, communication, and delegated authority. This position will implement work plans that align with the Finance Division's strategic vision and will effectively delegate authority and responsibility, ensuring the availability of resources for the Payroll Team to be successful. This position reports to the General Accounting Fiscal Director 2.

This position will implement Department policies, methodologies, tools, resources, procedures, training, governance, and manuals required to support TDOT's payroll operations, including the accurate and timely processing of employee compensation, payroll configurations in Edison, direct deposit management, leave accrual tracking, payroll audits, and time entry reconciliation. The Payroll Team Lead will also ensure payroll processes align with state and federal regulations, support customer service for payroll-related inquiries, and coordinate with TDOT Human Resources and Finance staff across Headquarters and Regions to promote consistency, accuracy, and compliance in payroll practices.

The Payroll Team Lead will supervise technical staff and will develop and implement performance plans, schedules, and internal controls to ensure accuracy, compliance, and accountability. They will research national best practices, promote continuous improvement, and identify opportunities to enhance payroll processes through automation, data-driven decision-making, and interagency collaboration. The Payroll Team Lead will uphold quality assurance standards and ensure compliance with state and federal payroll regulations to support the financial integrity and operational efficiency of TDOT.

Essential Job Responsibilities

Manage resources and staff utilization to support Department-wide payroll operations, ensuring the accurate and timely processing of employee compensation in compliance with federal and state requirements. Oversee payroll configurations in Edison, direct deposit processing, leave accrual tracking, and time entry reconciliation to maintain fiscal accuracy and integrity. Foster a collaborative and high-performing work environment that promotes continuous learning, operational consistency, and a strong commitment to customer service, accuracy, and accountability.

Coordinate closely with Human Resources, Finance, and Region staff to resolve payroll inquiries and ensure consistent payroll practices across the Department. Serve as a resource for employees and supervisors by providing guidance on payroll policies, procedures, and system navigation to support efficient operations and informed

decision-making.

Integrate quality management standards into all payroll processes, work products, and services in compliance with TDOT's Leave and Attendance Manual and Department of Human Resources (DOHR) guidelines. Identify and implement improvements that enhance accuracy, consistency, and compliance in payroll operations. Take necessary actions to support the Department's strategic vision and goals, ensuring timely and accurate payroll outcomes while aligning with scope, schedule, and leadership expectations for quality and service.

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 Payroll Team in providing exceptional customer service to internal and external customers by exercising effective listening skills, delivering prompt and accurate responses to payroll inquiries, maintaining complete and accurate payroll documentation, and communicating clearly and professionally across all levels of the Department.

Define and communicate performance goals and measures, implement a feedback process for and with the Payroll Team and provide effective performance evaluations that foster a culture of trust and accountability. Support performance management as a strategic tool to sustain operational excellence, encourage professional growth, and continuously improve payroll service delivery across the Department.

Provide input on national best practices related to payroll operations, compensation processing, and workforce time reporting for TDOT employees. Incorporate research, evaluations, and emerging technologies to improve payroll accuracy, efficiency, and compliance. Integrate applicable statutory and regulatory requirements into TDOT's payroll policies, procedures, and system processes. Ensure payroll activities adhere to federal and state regulations, labor and tax laws, and internal financial and operational standards.

Guide the development and implementation of payroll-related technology solutions in partnership with the TDOT Information Technology (IT) Division to ensure accurate, efficient, and compliant payroll operations. Ensure system enhancements and processes adhere to federal and state payroll laws, labor regulations, and financial standards. Participate in peer exchanges with state and local governments and relevant industry partners to gather insights, share best practices, and strengthen TDOT's payroll service delivery.

Assist in and collaborate with the Payroll Team to ensure clear communication, financial accountability, and alignment with Department-wide payroll policies and fiscal strategies. Provide oversight in the development and delivery of payroll work products and services that are consistent, predictable, and repeatable, supporting high levels of accuracy, risk mitigation, and a reliable track record of timely, compliant payroll processing.

Qualifications

- Bachelor's degree
- 5 years of demonstrated advanced competency in Payroll, Accounting, or a related field.

Ideal Candidate

The Payroll Team Lead is a dependable, thoughtful, and people-centered leader who brings a steady and proactive presence to a fast-paced operational environment. They are approachable and patient, with a service-oriented mindset and a genuine commitment to supporting others. Known for their ability to remain calm under pressure, they approach challenges with clarity, empathy, and a problem-solving attitude. This individual values consistency, fairness, and accountability. They foster trust by listening actively, communicating clearly, and following through on commitments. The Payroll Team Lead thrives in a collaborative environment and creates strong team cohesion by encouraging mutual support, respect, and shared success. They are naturally organized, attentive to detail, and

driven by a deep sense of responsibility to get things right. Their grounded leadership style promotes stability, clarity, and confidence among those they support and helps TDOT employees feel informed, valued, and well-served.