

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.

Role of the Human Resources Division:

The TDOT Human Resources Division sets the vision and strategic direction for developing TDOT's greatest assets – our people. The Division empowers the organization by ensuring the effectiveness and advancement of individual employees and the organization. The Division develops, implements, and supports policies and procedures that reflect equal opportunity, diversity, and our values and principles. The Division provides organizational planning, workplace operations, technology integration, talent progression, and resource development to create a workplace where people and industry thrive.



Headquarters Human Resources Support Team Lead Human Resources Division – Employee Engagement Section Nashville, TN \$103,848 annually

Job Overview

The Headquarters (HQ) Human Resources (HR) Support Team Lead will lead, mentor, and train the HQ HR Support Team through empowerment, communication, and collaboration. This position will implement work plans that align with the HR Division's strategic vision and will effectively delegate authority and responsibility, ensuring the availability of resources for their employees to be successful. The HQ HR Support Team Lead works in a matrix organization, providing HR support to all employees reporting to HQ. This position reports to the HQ HR Employee Engagement Manager.

This position will implement Department policies, methodologies, tools, resources, procedures, relevant training, governance, and manuals required for the HQ's People Systems and Program Operations, Employee Engagement, and People and Talent Development functions. This role includes supervising technical staff, developing and implementing performance plans and schedules, and managing budgets to ensure accountability and expected outcomes. The HQ HR Support Team Lead will research and integrate national best practices and report and recommend ideas to promote innovation and efficiency in statewide HR support while ensuring quality assurance to achieve program effectiveness.

Essential Job Responsibilities

Manage resources, staff utilization, and HQ HR support functions to implement People System and Program Operations (Classification, Compensation, Talent Acquisition, Pension and Benefits, Drug Testing and Licensing, Human Resources Systems, and Human Resources Quality Assurance Review), Employee Engagement (Employee Engagement, Innovation and Organizational Change Management, Civility and Culture, and Employee Relations), and People and Talent Development (Recruitment, Talent Development, Organizational Development, Knowledge Management and Succession Planning, Mentorship and Internship, and Performance Management) programs and functions.

Integrate quality management standards into all work products, processes, and services in compliance with Quality Assurance guidelines. Identify and take necessary actions to achieve strategic vision and goals, ensuring intended outcomes for scope, schedule, and budget while enhancing quality in coordination with leadership expectations.

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 HQ HR Support Team in providing exceptional customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Define and communicate performance goals and measures, implement a feedback process for and with HQ HR Support employees, and provide effective performance evaluations that foster a culture of trust. Support effective performance management as part of a strategic approach to creating and sustaining improved performance within the HQ HR Support Team.

Research and provide input on national best practices as it relates to HR programs, processes, and procedures. Incorporate research and evaluations into HR support functions, in partnership with HQ HR Sections and the TDOT Information Technology (IT) Division, to implement emerging HR processes, technologies, and strategies and ensure program success while guaranteeing compliance with Federal and State Human Resources laws, regulations, policies, and standards. Participate in peer exchanges with State and local governments and applicable industry partners for key insights and collaboration.

Assist in and collaborate with the People System and Program Operations and People and Talent Development Sections, Statewide HR Employee Relations and Engagement HR Business Partner 1s (HRBP1s), Region Training Supervisors, and Region HR Support Team Leads to ensure the development of HR work products and services 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
- 5 years of demonstrated advanced technical competency in Human Resources or a related field.

Ideal Candidate

The Headquarters (HQ) Human Resources (HR) Support Team Lead is a dedicated and people-focused professional who thrives on building strong relationships. They are passionate about serving others and driven by a commitment to creating a positive employee experience. With a blend of HR expertise and genuine empathy, they approach challenges with thoughtful problem-solving and a deep understanding of organizational processes. They excel in dynamic environments, adapting quickly to business changes while maintaining a customer-focused mindset. Their collaborative nature and approachable style foster open communication at all levels of the organization. They take pride in hands-on HR administration and operational support, finding fulfillment in guiding employees and providing critical support to HQ leadership through complex issues with clarity and confidence. Their proactive approach ensures timely conflict resolution and thoughtful decision-making that supports both individual and organizational success.