

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.



Employee Relations Human Resources Generalist 3

Human Resources Division – Employee Engagement Section
Nashville, TN
\$90,396 - \$98,000 annually

Job Overview

The Employee Relations Human Resources (HR) Generalist 3 supports the administration of employee relations functions across the Department by reviewing workplace concerns, complaints, and other employee matters; conducting fact-finding and investigations; and supporting the development and implementation of appropriate response strategies. This position helps promote consistent, fair, and timely resolution of employee relations matters in alignment with applicable federal and state laws, regulations, and TDOT policies and requirements.

This position provides specialized support for leave of absence (LOA), return-to-work (RTW), and workers' compensation (WC) functions. The HR Generalist 3 advises and assists HR Support Teams with interpreting and applying statewide practices, coordinating appropriate referrals and follow-up, and completing related administrative activities and documentation. The position helps promote consistent, timely, and compliant handling of these matters while recognizing when issues require escalation to the appropriate HR, legal, medical, or other Department partner.

The HR Generalist 3 also coordinates with other Human Resources functions and Department partners, including Civil Rights, Employee Engagement, Legal, Audit, and HR Support, when matters require additional expertise, referral, or cross-functional action. This position maintains accurate, confidential, and appropriately documented employee relations records; monitors case activity through resolution; and identifies opportunities to improve employee relations processes, procedures, communication, and consistency across the Department. The HR Generalist 3 supports a fair, accountable workplace by promoting consistent employee relations practices that strengthen trust, transparency, and employee engagement. This position reports to the Statewide Engagement Human Resources Business Partner.

Essential Job Responsibilities

Support the review and assessment of employee relations concerns, complaints, and other workplace matters by gathering and evaluating relevant information, identifying applicable policies and requirements, and coordinating with the Statewide Engagement HR Business Partner to determine appropriate next steps, including fact-finding, investigation, referral, or other response.

Assist with and coordinate employee relations fact-finding and workplace investigation activities by identifying relevant parties and information sources, conducting interviews, reviewing records and supporting documentation, and

completing follow-up activities as needed. Maintain professionalism, objectivity, confidentiality, and complete documentation throughout the process.

Analyze information obtained through employee relations reviews, fact-finding, and investigations and support the development of findings and recommendations in coordination with the Statewide Engagement HR Business Partner. Prepare investigation summaries, case documentation, and other written materials to support informed, fair, and consistent resolution of employee relations matters.

Support the development and coordinate the implementation of response strategies for employee relations matters in collaboration with the Statewide Engagement HR Business Partner and other appropriate stakeholders. Assist with corrective or disciplinary actions, employee communications, performance or behavioral expectations, referrals, and other interventions, and monitor follow-up activities to support timely and appropriate resolution.

Coordinate employee relations matters that require specialized review or cross-functional involvement with Civil Rights, Legal, Audit, Employee Engagement, People Systems and Program Operations, People and Talent Development, leadership, or other appropriate partners. Facilitate information sharing, referrals, handoffs, and follow-up while maintaining appropriate confidentiality and supporting consistent guidance.

Support the maintenance and continuous improvement of employee relations processes, procedures, tools, templates, documentation standards, and quality assurance practices to promote consistent and repeatable handling of workplace concerns and investigations. Assist with identifying gaps, inconsistencies, trends, and opportunities for process improvement, training, or additional guidance.

Serve as a technical resource to HR staff, supervisors, and leadership on employee relations practices by assisting with policy and procedure interpretation, complaint handling, documentation, investigations, corrective and disciplinary processes, and appropriate escalation or referral. Coordinate with the Statewide Engagement HR Business Partner and other subject matter experts when additional guidance or review is needed.

Provide guidance and operational support to HR Support Teams on leave of absence, return-to-work, and workers' compensation matters. Assist with administrative coordination, documentation, tracking, communications, status follow-up, and referrals; help teams apply statewide practices and applicable policies consistently; and coordinate with the appropriate leave, benefits, occupational health, workers' compensation, Employee Relations, Legal, or other subject matter experts when additional review or action is needed.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold oneself and others accountable throughout the process. Support TDOT's values and mission by promoting fair, consistent, and respectful employee relations practices that strengthen trust, accountability, and a positive workplace culture.

Qualifications

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to four 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 two years.

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 Relations Human Resources (HR) Generalist 3 is a highly organized and objective HR professional who demonstrates sound judgment, discretion, and professionalism when handling sensitive and complex employee relations matters. They are skilled at gathering and evaluating information, conducting interviews, maintaining thorough documentation, and communicating clearly with employees, supervisors, leadership, and HR partners. The HR Generalist 3 approaches workplace concerns with consistency, fairness, confidentiality, and attention to detail. They are comfortable navigating difficult conversations, identifying relevant facts, applying policies and procedures, and coordinating appropriate follow-up. They manage multiple priorities effectively, follow matters through resolution, and recognize when additional guidance, escalation, or involvement from other HR or Department partners is needed. The HR Generalist 3 is dependable, responsive, and solutions-focused, with strong analytical and problem-solving skills. They work collaboratively with the Statewide Engagement HR Business Partner and other stakeholders to support consistent employee relations practices, timely issue resolution, and a professional and accountable workplace.