

## 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.



## Human Resources Support Human Resources Generalist 4

Human Resources Division – Employee Engagement

\$88,608 - \$100,000 annually

### Job Overview

The Human Resources (HR) Support Generalist 4 serves as a trusted internal consultant and strategic partner, contributing to the development and refinement of HR policies, programs, and operational processes that support department-wide talent development and organizational priorities. This position engages internal stakeholders to support enterprise-wide priorities in talent development, workforce planning, and employee engagement, ensuring alignment with TDOT's People and Talent Development strategy. The HR Support HR Generalist 4 collaborates with the Headquarters (HQ) HR Support Team to offer expert-level guidance and strategic analysis, strengthening HR compliance, operational efficiency, and long-term improvement.

The HR Support HR Generalist 4 is a key contributor and advisor in compensation, benefits, and leave administration, providing insights on complex and foundational frameworks. This role offers actionable recommendations to promote fairness, compliance, and organizational effectiveness in accordance with departmental, state, and federal regulations.

The HR Support HR Generalist 4 is consultative and influential, advising on complex personnel matters. They have a high degree of autonomy in evaluating, interpreting, and applying HR policies to resolve sensitive, precedent-setting matters. They contribute to the strategic alignment of HR systems and processes across functional teams and program areas to promote department-wide consistency. The HR Support HR Generalist 4 also provides informal mentorship to HR Generalist 2s and 3s and champions knowledge sharing to cultivate teamwide expertise. This position reports to the Headquarters (HQ) Employee Engagement HR Support Team Lead.

### Essential Job Responsibilities

Conduct high-risk quality reviews of HR policies, procedures, processes, and work products to ensure compliance, accuracy, and strategic value. Identify data-driven strategies and process improvements that address complex issues and improve organizational consistency. Serve as an expert-level contributor to the development and implementation of quality assurance frameworks and guidelines to standardize HR workflows and promote best practices and cross-functional collaboration.

Provide expert-level guidance on salary and classification processes, conducting complex equity reviews, and supporting consistent application of classification standards in alignment with the Tennessee Department of Transportation (TDOT) and the Department of Human Resources (DOHR) policies.

Serve as a subject-matter expert in the administration of applicable Employee Engagement, People and Talent Development, People System and Program Operations, and Strategy and Management Programs. Collaborate with agency leadership on workforce planning strategy to ensure consistency, quality, and stakeholder engagement.

Advise on recruitment and selection activities by validating position descriptions, monitoring interview processes, and evaluating hiring and salary recommendations to ensure merit-based and policy-compliant outcomes that align with Tennessee and TDOT classification standards.

Provide expert guidance on complex benefits-related inquiries and leave policies. Interpret eligibility rules and regulations, support resolution of employee concerns, and ensure adherence to state and federal regulations while supporting employees' needs.

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

Serve as a strategic advisor to agency leadership and cross-functional HR teams, interpreting complex policies and contributing to policy development, compliance strategy, and workforce planning decisions. Promote equitable HR practices and guide policy and procedural consistency. Review HR data trends and recommend actionable insights to support operational decisions.

Champion a positive and inclusive workplace culture by supporting employee engagement initiatives, advising on conflict resolution strategies, and contributing to workforce development programs. Mentor HR colleagues by offering technical guidance, reviewing complex casework, and supporting enterprise consistency through knowledge sharing and peer collaboration. Support enterprise learning by contributing to the development of HR training materials, facilitating teamwide knowledge exchange, and promoting the consistent application of HR practices.

### **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 Human Resources (HR) Support HR Generalist 4 is a collaborative, systems-thinker with a strong sense of integrity and a natural inclination toward problem-solving. They are highly adaptable, navigating complexity with confidence and curiosity, and remain composed and thoughtful when addressing sensitive or high-stakes issues. They communicate clearly and diplomatically, build trust through consistency and fairness, and cultivate productive relationships across diverse teams. The HR Support HR Generalist 4 is proactive in identifying opportunities for

improvement, comfortable working with ambiguity, and skilled at connecting the dots between data, policy, and organizational goals. Driven by a commitment to equity, compliance, and service, they approach their work with humility, accountability, and a desire to elevate the collective performance of the HR function.