TN TDOT
Department of
Transportation

System QA Human Resources Generalist 4
Human Resources Division – People System & Program Operations Section
Nashville, TN
Salary: $88,608 - $100,000 annually

Job Overview

The System Quality Assurance (QA) Human Resources (HR) Generalist 4 position will provide technical guidance, develop and maintain HR information systems, and conduct QA reviews to support HR projects and program responsibilities that align with the HR strategic vision. This position ensures the integrity, consistency, and compliance of HR processes, policies, and programs through systematic evaluation, data collection, analysis, and management, and continuous improvement efforts. This position reports to the People System and Program Operations Manager.

The System QA HR Generalist 4 position will collaborate with People System and Program Operations, Employee Engagement, People and Talent Development, and Strategy and Management. They will ensure compliance with statutory requirements and aligning HR initiatives with the department's strategic objectives required to implement statewide programs.

Essential Job Responsibilities

Provide technical system support and develop HR information systems. Analyze, troubleshoot, and enhance existing HR processes, ensuring data integrity, accuracy, and efficiency within HR information systems. Develop QA frameworks and guidelines to standardize HR workflows and promote best practices. Lead quality assurance efforts to improve HR program effectiveness and recommend system and process enhancements where necessary.

Develop customized HR reports and dashboards to support data-driven decision-making and strategic planning. Conduct data analysis to track trends, measure program effectiveness, and identify areas for improvement. Collaborate with stakeholders to translate HR data insights into actionable recommendations.

Lead or participate in HR projects aimed at improving efficiency and effectiveness in HR operations. Assist with tracking and interpreting statutory and regulatory changes, ensuring that HR policies and practices remain compliant.

Assist the TDOT Policy Review Committee Chairperson with developing, implementing, and maintaining the departments' policy governance program. Assist the HR Strategy and Management HR Business Partner 2 (HRBP 2) with developing, implementing, and maintaining the HR Division's policy governance program. Develop, update, and maintain department policies, procedures, and process documentation to ensure clarity, consistency, and compliance. Ensure that policies

and procedures align with legal, regulatory, and organizational standards. Support audits and compliance reviews by maintaining accurate documentation and records.

Develop and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures.

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

Support organizational change management efforts by providing clear communication, training, and ongoing support during system updates or process improvements. Collaborate across the TDOT HR division, Information Technology division, and with external vendors to ensure seamless integration of HR technology solutions. Serve as a trusted resource for HR leaders and employees, ensuring that HR programs are effectively communicated and understood.

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 Education for Experience: 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 System QA HR Generalist 4 is detail-oriented, analytical, and highly organized, excelling in problem-solving and process improvement. They have a keen eye for accuracy, a proactive mindset, and the ability to translate complex data into clear insights. With strong communication and collaboration skills, they build relationships across teams and adapt to changing priorities with resilience. Integrity, accountability, and a commitment to excellence drive their approach, ensuring HR information systems and policies remain efficient, compliant, and effective.