

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.



Region Training Human Resources (HR) Generalist 2 Human Resources Division – People and Talent Development \$66,120 annually

Job Overview

The Region Training Human Resources (HR) Generalist 2 supports the Region Training Team in providing advanced support for the coordination, delivery, and evaluation of training and development programs that strengthen workforce capability and align with TDOT's strategic goals. This position applies specialized knowledge of instructional practices, learning systems, and evaluation methods to ensure employees across the Region have consistent access to high-quality learning opportunities that promote professional growth and organizational effectiveness. By analyzing participation trends, applying quality standards, and recommending improvements, the HR Generalist 2 supports a culture of continuous learning and service excellence throughout the Region.

This position manages complex training logistics, coordinates with vendors and consultants, and ensures compliance with policies and requirements. Through advanced technical expertise, professional judgment, and a commitment to continuous improvement, this position reinforces the mission of the People and Talent Development Section to build a skilled, engaged, and future-ready workforce. The HR Generalist 2 works under the supervision of the Region Training Supervisor and collaborates with colleagues in the Region and Headquarters to align training initiatives with statewide strategies.

Essential Job Responsibilities

Coordinate complex training logistics by managing scheduling, facilities, and technology needs for multi-session or specialized programs. Anticipate conflicts, resolve routine issues, and ensure alignment with departmental standards. Facilitate classes by engaging participants in learning activities, managing group dynamics, and ensuring effective delivery of instructional content to support desired learning outcomes. Foster a positive learning environment by anticipating participant needs, resolving issues that arise during sessions, and ensuring materials meet established standards of quality.

Apply advanced knowledge of training processes and learning systems to support accurate and efficient program delivery. Validate data, troubleshoot technical concerns, and work with Headquarters to resolve issues requiring escalation.

Evaluate participation and compliance by analyzing attendance records, completion data, and reporting metrics. Identify gaps and concerns, prepare summaries, and recommend adjustments to strengthen compliance and access for leadership review.

Support program evaluation by collecting feedback, synthesizing results, and identifying actionable insights. Recommend improvements that enhance engagement, instructional quality, and program efficiency.

Maintain and ensure quality in training documentation by updating content libraries, verifying accuracy, applying version control, and ensuring compliance with TDOT documentation standards. Promote the use of standardized templates and processes to support consistency across the Region.

Collaborate with regional colleagues, Headquarters staff, and external partners to align activities with statewide training strategies to support statewide training consistency and adoption of new approaches. Exchange information, share feedback, and support the adoption of new tools or approaches.

Coordinate vendor and consultant activities by reviewing deliverables, monitoring timelines, and supporting accountability. Confirm that external training services align with contractual terms and program goals.

Contribute to process improvement by analyzing recurring challenges in logistics, reporting, or communication. Recommend practical solutions that improve efficiency, strengthen participant experience, and promote consistency.

Demonstrate accountability and adaptability by managing multiple responsibilities with professionalism and sound judgment. Respond to evolving regional needs while reinforcing TDOT's values and commitment to continuous learning.

Qualifications

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to three 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 one year.

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 Region Training Human Resources (HR) Generalist 2 is a mission-driven, collaborative professional who brings exceptional attention to detail, initiative, and adaptability to all aspects of their work. They operate at the intersection of HR expertise and workforce development, translating strategic learning objectives into tangible outcomes that build capacity across TDOT. This individual forms strong, trust-based partnerships with internal stakeholders, ranging from executive leadership to front-line staff. Their clear, concise communication style ensures that learning priorities are effectively understood and conveyed and that initiatives are aligned with organizational goals. They proactively identify inefficiencies, proposing solutions, and contributing to the enhancement of learning policies, systems, and workflows, while promoting a learning culture that supports individual growth, operational excellence, and long-term organizational success.