

## 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 People System and Program Operations Manager

Human Resources Division – People System and Program Operations Section  
Nashville, TN  
\$100,896 - \$120,000 annually

### Job Overview

The People System and Program Operations Manager will lead, mentor, and train the People System and Program Operations Section through empowerment, communication, and delegated authority. This position will develop work plans that align with the Human Resources (HR) Division's strategic vision, effectively delegate when applicable, and ensure the availability of sufficient resources for their employees to be successful. This position reports to the Headquarters (HQ) Assistant Chief of Administration and Human Resources Director.

This position will assist in developing policies, training, procedures, manuals, and governance required to implement statewide programs and will develop, manage, and facilitate methodologies, tools, resources, and guidelines for the Department's Classification, Compensation, transactional Talent Acquisition, Pension and Benefits, Drug Testing and Licensing, HR Systems, and HR Quality Assurance Review units.

The People System and Program Operations Manager will supervise technical staff and develop performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. They will research and implement national best practices that drive innovation and improve performance and efficiency within each unit of the People System and Program Operations Section.

### Essential Job Responsibilities

Manage resources, staff utilization, and the program to provide People System and Program Operations services to TDOT, including but not limited to Classification, Compensation, transactional Talent Acquisition, Pension and Benefits, Drug Testing and Licensing, HR Systems, and HR Quality Assurance Review.

Establish and ensure a direct relationship between quality and work outcomes by developing standards for the People System and Program Operations Section. Ensure quality management and data management standards are integrated into all work products, processes, and services in compliance with Quality Assurance guidelines. Confirm necessary actions to achieve strategic vision and goals are identified and implemented to ensure 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 oneself and others accountable throughout the process.

Lead the People System and Program Operations Section 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 the People System and Program Operations 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 People System and Program Operations Section.

Remain current on national best practices and incorporate research, evaluations, and implementation of emerging technologies while developing and implementing technology in partnership with the TDOT Information Technology Division that ensures program success while guaranteeing compliance with Federal and State Human Resources laws, regulations, policies, and standards.

Assist in ensuring the Classification, Compensation, Talent Acquisition, Pension and Benefits, Drug Testing and Licensing, HR Systems, and HR Quality Assurance Review 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
- 8 years of demonstrated advanced competency in Human Resources that includes at least 2 years of demonstrated competency in supervision.

#### **Preferred Qualifications:**

- 5 years of experience designing and implementing transactional onboarding programs and HR information systems

#### **Ideal Candidate**

The People System and Program Operations Manager plays a crucial role in the Human Resources (HR) function. They are dedicated to supporting employees and managers and establishing the operational framework to enhance the strategic impact of HR. While possessing strong technical skills, their focus is on coaching their team to provide technical expertise that improves essential people and business metrics. They are passionate advocates for the important role of HR and demonstrate their leadership by ensuring employee satisfaction and excellent performance.