

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.



Reimbursement and Invoicing Team Lead

Local Programs and Community Investments Division – Local Programs Section
Nashville, TN
\$99,456 annually

Job Overview

The Reimbursement and Invoicing Team Lead will lead, mentor, and train the Reimbursement and Invoicing Team through empowerment, communication, and delegated authority. This position will develop Work Plans that align with TDOT's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Reimbursement and Invoicing Team to be successful.

This position will implement Department policies, project and budget tracking, discipline-specific technical guidance, procedures, and manuals to lead and assist the Reimbursement and Invoicing Team in producing deliverables and implementing the Quality Assurance Program to achieve program efficiency and effectiveness. The Reimbursement and Invoicing Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Team Lead will research national best practices to drive innovation and efficiency within each technical unit of the Reimbursement and Invoicing Team.

Essential Job Responsibilities

Manage resources and staff utilization and assist the Reimbursement and Invoicing Team to perform their roles effectively and efficiently, optimizing the Team's ability to successfully manage reimbursement and invoicing for contracts with local agencies.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing quality control and quality assurance processes for the Reimbursement and Invoicing Team, with respect to the accuracy of reimbursements and invoices and compliance with Federal Funding Accountability and Transparency Act (FFATA) reporting.

Assist with the management of policy level direction for the Reimbursement and Invoicing Team as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics that supports adherence to federal and state requirements, incorporates best practices, and improves reimbursement and invoicing processes. Develop and manage the financial performance for the Reimbursement and Invoicing Team in alignment with TDOT financial processes to ensure transparency and accountability.

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

Manage external partners, including providing leadership, guidance, and direction to the Reimbursement and Invoicing Team to develop contract scopes of work, assisting in negotiating contracts, reviewing consultant invoicing, managing contract tasks, and completing consultant grading.

Lead the Reimbursement and Invoicing Team in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, continual follow-up of delayed projects, and communicating effectively.

Ensure the Reimbursement and Invoicing Team remains current on national best practices as it relates to the Reimbursement and Invoicing activities; incorporate research, evaluations and implementation of emerging technologies into the Reimbursement and Invoicing programs that improve efficiency, effectiveness, reliability, sustainability, and the safety of Tennessee's transportation network; and integrate federal and state requirements into TDOT's guidance documents, processes, and procedures. Participate in peer exchanges with State and local governments and applicable industry partners for key insights and collaboration.

Provide oversight in the development of Reimbursement and Invoicing deliverables, ensuring they 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
- 5 years of demonstrated competency in Public Administration, Accounting, Finance, Business Administration, Economics, Urban, Environmental or Transportation Planning, Environmental Science or Engineering, or a related field.

OR

- Associate degree
- 7 years of demonstrated competency in Public Administration, Accounting, Finance, Business Administration, Economics, Urban, Environmental or Transportation Planning, Environmental Science or Engineering, or a related field.

OR

- High school diploma
- 9 years of demonstrated competency in Public Administration, Accounting, Finance, Business Administration, Economics, Urban, Environmental or Transportation Planning, Environmental Science or Engineering, or a related field.

Ideal Candidate

The Reimbursement and Invoicing Team Lead possesses strong analytical skills and a keen attention to detail, ensuring accurate processing of reimbursements and invoices. Proficiency in financial software and an understanding of state and federal requirements are essential. Excellent organizational and communication skills enable them to collaborate effectively with internal teams and external partners. The Reimbursement and Invoice Team Lead's leadership abilities and problem-solving mindset contribute to streamlining financial processes, enhancing efficiency, and ensuring compliance with financial policies.