

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.



Field Services Manager

Maintenance Operations Division – Field Services Section

\$128,508 annually

Job Overview

The Field Services Manager will lead, mentor, and train the Field Services team through empowerment, communication, and delegated authority. This position will develop work plans that align with the Maintenance Operations' strategic vision and will effectively delegate authority and responsibility, when applicable while ensuring the availability of resources for the Field Services Section to be successful.

This position will assist in the development of department policies, discipline-specific technical guidance, procedures, and manuals and assist the Field Services/Capital Projects Section in producing deliverables aligned with the TDOT Quality Management Process. The Field Services Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Field Services Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Field Services Section.

Essential Job Responsibilities

Manage resources and staff utilization to ensure programs are aligned with TDOT's strategic goals.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Capital Projects/Facilities Team and implementing quality management guidelines to assist with quality control tasks as per the TDOT Quality Management Process with respect to statewide facility maintenance repairs, enhancements/improvements, and capital projects.

Manage the policy level direction for TDOT facilities statewide as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics that seek to manage, maintain, and improve the condition of the TDOT facilities. Develop budgets with guidelines for project creation and prioritization, seeking to gain efficiencies with a balance of in-house service providers and innovative contracting techniques.

Manage the collection and maintenance of facility inventory. Ensures accuracy in condition inspection, data collection, and reporting of all TDOT facilities. Recommends and manages the data that support key performance indicators to ensure the health and overall effectiveness of the statewide facilities program.

Oversee the development and administration of contracts for facility maintenance and repairs. Develops the procedures for creating a system for submitting work order requests, prioritization, and project selection. Coordinates and communicates with TDOT Regions to identify needs and areas of concern. Collaborates and coordinates with other state agencies through the development of interagency agreements related to facility maintenance and repair, site improvements and enhancements and promotional activities. Develops and oversees the administration of service contracts at statewide facilities.

Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Manage the coordination of Federal Highway Administration (FHWA) reimbursement for disaster relief in collaboration with the TDOT Emergency Operations Center. Ensure documents are accurate, complete and follow the rules for reimbursement. Develop, manage, and implement an auditing procedure to ensure the facility inspection, project selection and service contracts follow defined policies and guidelines. Report on findings and recommend improvements as necessary.

Lead the Field Services Section in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on national best practices, innovations, data collection systems and contracting to continuously improve TDOT's management of facilities. Attend conferences and other forums that seek to improve the management of facilities.

Assist in ensuring the Field Services Section deliverables 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 in Civil Engineering or related field.
- 8 years of demonstrated competency in construction, maintenance, design, project management, or related field, that includes 2 years of demonstrated competency in supervision.

Necessary Special Qualifications

- Licensed Professional Engineer (PE)

Ideal Candidate

The Field Services Manager is a highly skilled individual who has expertise in developing, managing, and administering facility programs. They have outstanding communication and interpersonal skills and engage with employees, stakeholders, vendors, and team members across all levels. Possessing strong time management, organization, and prioritization abilities, they meticulously attend to detail while swiftly resolving issues. They lead their team while navigating the complexities of facility operations seamlessly, ensuring smooth functioning through expert coordination and transparent communication.