

## 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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



### **Statewide Maintenance Proficiency Program Technical Specialist**

Headquarters Operations – Maintenance

Nashville, TN

\$99,864 annually

#### **Job Overview**

The Statewide Maintenance Proficiency Program Coordinator (SMPPC) will lead, mentor, and train Maintenance Teams responsible for the administration of the maintenance proficiency program through empowerment, communication, and delegated authority. This position will implement training plans that align with the Maintenance Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while providing the resources needed to be successful.

This position will implement department policies, training, procedures, and manuals, and is responsible for the management, oversight, and advancement of the Transportation Worker Proficiency Program, promoting uniformity and standardization within the program. This position will assist in the development of training that addresses acquired knowledge, asset management objectives, risk management, technical design elements, and emerging technologies related to transportation for the purpose of improving team performance, creating a stronger understanding of the transportation industry, inspiring new ideas, and developing skills.

The Statewide Maintenance Proficiency Program Coordinator will implement the program, ensuring expected outcomes through monitoring, tracking, and communication. This position is responsible for the consistency and alignment of the administration that supports the proficiency program across all regions.

#### **Essential Job Responsibilities**

Serves as the Chair to the Transportation Worker Proficiency Program Alignment Team (TWPPA) in the review and recommendations of the technical proficiencies. Guides the TWPPA team in the development of curriculum to support new proficiency training including task sheets, exams, demonstrations, and other documents. This includes the review of monitoring and tracking software that supports the proficiency program; Approves the TWPPA's recommendations to modify existing modules, curriculum, supporting documentation and their requirements; Oversees the TWPPA's updates to the Proficiency Manual; Approves the TWPPA's recommendations for training waivers and substitutions.

Serves as the liaison to the BOE Training Director to communicate, coordinate and ensure consistent implementation of new and existing training. Supports the

submittal of new training case studies from the TWPPA to the BOE Sub-Council and facilitates and follows up on any questions or actions.

Reviews and approves the completed modules for advancement within the program. Once the modules for the transportation worker series are complete, the SMPPC recommends approval to the next Transportation Worker level to Human Resources (HR). Assists the District Program Coordinators on work module-related issues, as needed.

Ensures that the District Program Coordinators are kept current on changes to the Worker Proficiency Program. Works with the Maintenance Superintendents, District and Region Program Coordinators at each Region to distribute new training materials, tracking documents, manuals and other resources as needed.

Reviews the annual audit performed by the Maintenance Superintendents of the program within each Region. Works with Regional Managers and Superintendents to address areas of concern. Reports the results of the audit to the Maintenance Operations Director and Executive Leadership as requested.

Oversees the incorporation of changes due to suggestions or other issues of concern related to the Proficiency Program. Investigates, mediates and arbitrates concerns about the administration of the program from employees.

Ensures annual reviews of the tracking software to monitor the progression of transportation workers through the proficiency program. Follows up on areas of concern and assists when necessary.

Routinely identifies, documents, and effectively collaborates with Maintenance Operations Leadership on acquired knowledge that includes maximizing program successes, acknowledging national best practices, and avoiding past errors.

Assist with modifications to all applicable policies, procedures, design standards, specifications, and special provisions.

Provide exceptional customer service to both internal and external customers, including mentoring and technical guidance, depending upon what level they are at in the org structure, coordinating with other disciplines as part of a matrix organization, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

### **Qualifications**

Bachelor's Degree and 8 years of demonstrated competency in overseeing and/or administering training programs.

OR

Master's Degree and 7 years of demonstrated competency in overseeing and/or administering training programs.

### **Ideal Candidate**

The Statewide Maintenance Proficiency Program Coordinator possesses a unique combination of technical expertise, organizational awareness, and exceptional communication skills. They are well-versed in developing and implementing effective programs. The Statewide Maintenance Proficiency Program Coordinator collaborates effectively with cross-functional teams to ensure that proficiency programs are executed seamlessly. They are exceptional problem-solvers, strong communicators, translate complex concepts with ease, and have the ability to manage diverse workloads.