

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.



Operations Team Lead

Maintenance Operations Division – Field Support Section
\$99,456 annually

Job Overview

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

This position will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Operations Team in producing deliverables and implementing the TDOT Quality Management Process as part of the Department’s Work Program. The Operations Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Operations Team Lead will research national best practices to drive innovation and efficiency within each technical unit of the Operations Team.

Essential Job Responsibilities

Manage resources and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division, including negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completing consultant grading.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Maintenance Operations Team and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Management Process with respect to the State’s Automated Vehicle Location (AVL) system, vegetation management, equipment/garage specifications, and the Maintenance Management System (MMS).

Assist in establishing and implementing policies, operating procedures, and maintenance guidelines for vegetation management, the State’s Automated Vehicle Location (AVL) system, equipment and maintenance garage specifications, and the Maintenance Management System (MMS). Report on issues, recommend changes to policies, report on successes, and promote innovation. Creation of any maintenance dashboards, the monitoring of inventory, and the processes to audit procedures and guidelines within the Field Support Operations Section.

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

Participate on Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; define critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager related to maintenance operations MMS, AVL, equipment and garage specifications, and vegetation management programs; support Project Management staff by writing the maintenance operations Scope of Work in collaboration with TDOT Environment, TDOT Maintenance, and TDOT Construction.

Lead the Operations Team 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.

Guide the development and implementation of revisions to the MMS, AVL, equipment and garage specifications, and vegetation management, standards, and guidelines related to TDOTs Standard Operating Procedures and Guidelines, and quality management components; perform the research and impact components for complex projects having the highest degree of risk; assist with the review of Standard Operating Procedures and Guidelines relating to maintenance operation documents; and assist with Risk Assessments.

Provide input on national best practices related to maintenance operations for TDOT employees, contractors, and the traveling public; incorporate research, evaluations and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes and procedures.

Guide the development and implementation of a tracking mechanism that ensures the contractual agreements, scope, schedule, budget, and quality of all maintenance operations projects support the delivery of the Department's Work Program while also ensuring compliance with Federal and State traffic design and regulations.

Provide oversight in the development of the MMS, AVL, maintenance equipment and garage specifications, and vegetation management 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 Business Administration, Construction Management, Engineering, or related field
- 5 years of demonstrated competency in construction, maintenance, design, project management, or related field.

OR

- Associate degree
- 7 years of demonstrated competency in construction, maintenance, design, project management, or related field.

OR

- High school diploma
- 9 years of demonstrated competency in construction, maintenance, design, project management, or related field.

Ideal Candidate

The Operations Team Lead is a very organized individual with exceptional communication and time management abilities. They can effectively manage and administer multiple maintenance programs consistent with the Department and Field Support deliverables. Using good judgment and critical thinking skills can independently make well-informed decisions. The Operations Team Lead ensures their sections' staff completes assigned projects in accordance with Departmental policies, procedures, and processes on time and effectively. The Operations Team Lead has a thorough understanding of the Automated Vehicle Location (AVL) systems, vegetation management, Maintenance Management Systems (MMS), and the Departments' equipment and maintenance garage requirements. The Operations Team Lead understands the importance of empowering staff and nurturing their professional growth.