

## 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 4,000 employees with four statewide region facilities in Knoxville, Chattanooga, Nashville, and Jackson. TDOT headquarters is located in downtown Nashville.



State Laboratory Operations Manager  
6601 Centennial Blvd, Nashville TN  
Materials & Tests Division/Laboratory Operations Section  
\$124,800 annually

### Job Overview

The Laboratory Operations Manager must use a risk-based, data-driven process to manage the Central Testing Laboratory for the state of Tennessee, including transportation improvement projects, alternative delivery projects, maintenance projects, and in-house research projects designed to preserve transportation assets, maximize the service life of transportation infrastructure, and implement statewide technology advancements. The Laboratory Operations Manager is responsible for maintaining accreditation according to 23 CFR 637. This position will effectively manage resources, coordinate laboratory testing activities, and ensure the exchange of information between Project Team members and stakeholders both internal and external.

This position will implement Department policies, provide technical guidance, and manage the implementation of laboratory testing into TDOT's Work Program as part of the Division's strategic plan.

The Laboratory Operations Manager will foster the implementation of national best practices that drive innovation, improve performance, and ensure project alignment with the Department's asset management lifecycle. This position will lead, mentor, and train Central Lab and Region Labs through empowerment, communication, and delegated authority.

### Essential Job Duties

- Manage resources, staff utilization, laboratory accreditation, in-house research projects, and the Regional Laboratory Qualification Program in providing laboratory testing support for transportation improvement projects. Support the management of external partners, together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of contract scopes, management of contract tasks, and completion of consultant grading for on-call geotechnical engineering contracts and technical service laboratory contracts.
- Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for laboratory testing, including TDOT's Laboratory Quality Systems Manual. Coordinate with the Quality Team Lead to assist with quality control tasks as per the TDOT Quality Assurance Process, Specifications, and the Project Delivery Network (PDN).
- Assist in the development of consultant acquisition plans for laboratory testing activities and oversight of external partners by serving on selection committees for professional engineering services as part of the Brooks Act. Provide support in the development of the Request for Proposal (RFP), attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending de-briefs with consultants.
- Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.
- Assist Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; defining critical goals and intended outcomes

for the RFP, schedule, budget, and quality with respect to technical and administrative laboratory testing elements; supporting Project Managers by assisting in reviewing the laboratory testing needs associated with the Scope of Work in collaboration with Project Teams, proactively assessing risk factors; and, forecasting the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and construction timing on Alternative Delivery projects.

- Lead the Laboratory Testing 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 revisions to design codes, standards, and guidelines related to laboratory testing elements used for delivering transportation projects having the highest degree of complexity; serve as the lead for the Department on AASHTO Committee on Materials and Pavements; and maintain awareness of innovative solutions and best practices in the application of material testing.
- Develop and implement a tracking mechanism that ensures all workflow items are addressed as per the PDN and within the time constraints laid out by the project's schedule.
- Assist in ensuring the projects are consistent, predictable, and repeatable to provide for consistently high levels of achievement, mitigation of risk, and an established track record of success.

### **Qualifications**

- Bachelor's degree in Civil Engineering
- Licensed PE
- 8 Years of demonstrated competency in related Construction Materials Testing that includes at least 2 years of demonstrated competency in supervision