

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 Support Team Lead

Materials & Tests Division – Operations Support Section

\$98,000 - \$109,000 annually

Job Overview

The Operations Support Team Lead will supervise, lead, mentor, and train the Operations Support Team through empowerment, communication, and delegated authority. This position will implement work plans that align with the Operations Support Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while providing the resources needed for the Pavements Team to be successful.

This position will implement department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Operations Support team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Operations Support 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 Support Team Lead serves as the lead contact for the Department for projects incorporating items from the Qualified Products List, completes Materials and Test Records, Site manager and Coordinate Fields Operations Training. This position is responsible for participating in the AASHTO Product Evaluation and Audit Solutions Program. The Operations Support Team Lead will research national best practices to drive innovation and efficiency within each technical unit as part of the Operations Support 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 Operations Support Team and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to Operations Support operations.

Assist in the development of Consultant Acquisition Plans (CAP) 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), by 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.

Serve on Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; ensure materials are incorporated into the project conform to specifications, QPL, adequate acceptance and independent assurance testing is being completed and documented per the Federal Stewardship and Oversight Agreement; define critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager related to Specialty and Proprietary Products; support Project Management staff by writing the Operations Support related Scope of Work in collaboration with TDOT Environment, TDOT Maintenance, and TDOT Construction; applying context-sensitive design strategies; effectively coordinating with other units within TDOT to mitigate constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN); proactively assess risk factors due to material supply or testing failures; and, for Project Teams associated with Alternative Delivery Contracts, forecast the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and construction timing.

Lead the Operations Support 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.

Remain current on revisions to the design codes, standards, and guidelines related to operations specifications, special provisions, Standard Operating Procedures (SOPs); perform the design and technical analysis of construction and maintenance of operations for complex projects having the highest degree of risk and assist with Risk Assessments.

Monitor and track project materials data using the established statewide tracking mechanism to ensure the quality of all Materials and Testing activities that support the delivery of the Department's Work Program are in compliance with Federal and State rules and regulations.

Provide oversight in the development and completion of Operations Support deliverables and ensure they 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, Construction Management, or Concrete Industry Management

5 years of demonstrated competency in transportation, training, or administrative related field.

OR

Associate degree in related field

7 years of demonstrated competency in transportation, training, or administrative related field.

Ideal Candidate

The Operations Support Team Lead has a high level of technical expertise in operations support, including knowledge of operations support processes, tools, and systems. They have sharp leadership and management skills, and they effectively lead their team of operations support specialists. The Operations Support Team Lead is an excellent communicator and uses interpersonal skills to communicate effectively with technical and non-technical audiences. Although they work well independently, they are also very effective at working as a team to achieve common goals. Their attention to detail ensures that operations support processes are followed accurately and that problems are resolved quickly and efficiently. The Operations Support Team Lead has a strong work ethic and is able to work under pressure and meet deadlines.