

## 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.



### Commercial Back Office Manager

Major Projects Bureau – Public-Private Partnerships (P3) Division

Nashville, TN

\$120,000 – \$135,000 annually

#### Job Overview

The **Commercial Back Office (CBO) Manager** is responsible for the **establishment, leadership, and long-term operations** of TDOT's new Commercial Back Office, created to support the financial and operational functions associated with the I-24 Choice Lanes initiative (*and additional Choice Lanes projects as assigned.*) This senior-level leader oversees TDOT staff and external partners as they design, configure, and deploy complex enterprise systems and business processes under the direction of the Innovative Finance Director.

The CBO Manager serves as a strategic, technical, and operational lead across the full system lifecycle—facilitating successful delivery of software development, system integration, testing, implementation, and ongoing operations. This involves supervising diverse cross-functional teams; coordinating with internal stakeholders; and delivering high-impact, mission-critical systems **on schedule, within budget, and to defined quality standards.**

The CBO Manager will oversee external partners responsible for system integration, software development, project management, and long-term system operations. Following system deployment, the CBO Manager will direct ongoing maintenance, enhancements, performance monitoring, and integration of future Choice Lanes corridors.

Throughout the program's lifecycle, the CBO Manager ensures compliance with TDOT policies—including change management, cybersecurity, and data governance—and maintains strong alignment with TDOT's IT Department.

The ideal candidate demonstrates executive-level leadership, expert communication, and the ability to manage teams operating in a fast-moving, high-visibility environment. They bring a proven record of success delivering complex enterprise systems and managing sophisticated operational environments.

## **Essential Job Responsibilities**

### **Leadership & Stakeholder Communication**

- Provide strategic leadership for TDOT's Commercial Back Office operations, guiding diverse project teams and enabling collaboration across divisions.
- Maintain proactive, transparent communication with internal and external stakeholders, including TDOT leadership and oversight entities.
- Deliver routine program updates, highlighting major milestones, risks, issues, and key decisions.
- Foster a unified project culture emphasizing accountability, performance, and shared ownership.

### **Project Delivery & Technical Oversight**

- Serve as TDOT's lead representative for assigned Choice Lanes initiatives, overseeing the development and execution of detailed project work plans, risk registers, resource plans, and budgets.
- Monitor progress against established schedules, identify and resolve technical or operational issues, and ensure adherence to system requirements.
- Translate business needs into functional and technical specifications when serving in a Business Analyst capacity.
- Establish and maintain standards for project documentation, system configuration, testing protocols, and reporting.

### **Contracting, Procurement & Partner Management**

- Lead and oversee the full lifecycle of procurements and contracts supporting the Commercial Back Office.
- Participate in the development of scopes of work and evaluation criteria; serve on selection committees; coordinate procurement activities with relevant TDOT departments.
- Manage the performance of contracted partners, ensuring deliverables meet required quality, schedule, and budget expectations.
- Evaluate contract compliance, document performance, and recommend corrective action when necessary.
- Prepare routine contract performance reports for TDOT leadership.

### **Compliance, Risk & Financial Management**

- Ensure adherence to TDOT policies, including the TDOT Change Control Policy and Information Security Policy.
- Integrate updated cybersecurity, privacy, and risk-mitigation safeguards into project planning and system management.
- Coordinate with TDOT budget staff to secure project funding, establish encumbrances, and monitor fiscal performance.
- Identify and assess operational, financial, and system risks; recommend mitigation strategies; ensure visibility across TDOT leadership.

## Qualifications

### Required:

- Bachelor's degree in business management, finance, technology management, or a related field
- Eight (8) years of progressively responsible experience in a related field.
- Two (2) years of demonstrated leadership or supervisory experience.

### Preferred:

- PMP Certification
- Experience overseeing complex enterprise system implementations or revenue-related operational platforms is strongly preferred.

## Ideal Candidate

The ideal candidate is a **strategic, influential leader** with a strong command of organizational management, operational planning, and cross-functional collaboration. They demonstrate:

- Advanced team building and communication skills.
- Mastery of supervision, organizational design, problem solving, and conflict resolution.
- Ability to lead diverse technical and operational teams toward shared goals.
- Strong understanding of relevant business processes, operational frameworks, and system development practices.
- High emotional intelligence and exceptional decision-making ability.
- Ability to manage multiple priorities in a fast-paced, high-stakes environment while maintaining accuracy and composure.
- Skill in developing and nurturing partnerships across internal divisions and external organizations.