

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.



Mobility and Accessibility Team Lead

Passenger Transportation, Rail, and Freight Division – Public Transportation Section
Nashville, TN
\$103,848 annually

Job Overview

The Mobility and Accessibility Team Lead will lead, mentor, and train the Office of Mobility and Accessible Transportation Team through empowerment, communication, and delegated authority. This position will develop work plans that align with TDOT's strategic vision and will effectively delegate authority and responsibility, while ensuring the availability of resources for the Mobility and Accessible Transportation Team to be successful.

The Mobility and Accessibility Team Lead will lead the development and implementation of departmental policies, discipline-specific technical guidance, procedures, and manuals related to transit mobility and accessibility for incorporation into TDOT's programs and projects. This position will ensure the implementation of the quality assurance program to achieve program efficiency and effectiveness. The Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. The Team Lead will research national best practices to drive innovation and efficiency within the Office of Mobility and Accessible Transportation.

Essential Job Responsibilities

Manage resource and staff utilization and assist the Mobility and Accessible Transportation Team in performing their roles effectively and efficiently, optimizing the Team's ability to administer the transit mobility and accessible transportation program successfully.

Lead and maintain the legislatively required five-year strategic plan to guide the Mobility and Accessibility Team's work, administer the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors & People with Disabilities Program (Section 5310), the Tennessee Disability Pathfinder initiative, as well as planning projects or discretionary awards. This includes leading the Section 5310 annual call for projects, participating in the grant application review process, and recommending grant awards.

Lead the project delivery process for grant contracts, including initiating, executing, monitoring, and closing grant contracts; processing purchase orders; reviewing and approving invoices; providing technical assistance to the grantees; and purchasing and delivering vehicles to grantees, as applicable.

Lead the development of quarterly Division and annual reports for the Tennessee

legislature, federal quarterly mobility management, and annual milestone progress and financial reporting.

Manage external partners' tasks, develop and advise on contract scopes of work, negotiate contracts/grants, review consultant contract/grant invoicing, manage contract/grant tasks, and complete consultant grading.

Lead the Office of Mobility and Accessible Transportation Team in providing exceptional customer service to internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing quality control and quality assurance processes for the Mobility and Accessibility Team with respect to transit mobility and accessibility activities.

Assist with managing the policy direction for the Office of Mobility and Accessible Transportation as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics that support adherence to federal and state requirements, including best practices, and improve planning processes. Assist with the financial performance of the Office of Mobility and Accessible Transportation in alignment with TDOT financial processes to ensure transparency and accountability.

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

Ensure the Office of Mobility and Accessible Transportation remains current on national best practices as it relates to transit mobility and accessibility processes and procedures; incorporate research, evaluations, and implementation of emerging processes and technologies into the transit mobility and accessibility responsibilities that will improve efficiency, resiliency, effectiveness, reliability, sustainability, and the safety of Tennessee's transportation network; integrate federal and state requirements into TDOT's guidance documents, processes, and procedures. Participate in peer exchanges with State and local governments and applicable industry partners for key insights and collaboration.

Provide oversight in the development of the Mobility and Accessibility Team deliverables, and ensure they are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, production of annual reports as required, and an established track record of success.

Qualifications

- Bachelor's degree in a related field.
- 5 years of demonstrated competency in Transit Planning, State and Regional Transportation Planning, Public Administration, Transportation Management, or a related field.

Ideal Candidate

The Mobility and Accessibility Team Lead excels in developing, managing, and administering innovative transit and accessibility programs. They showcase excellent communication, leadership, and team management abilities, successfully engaging with stakeholders across all levels. In their leadership role, they guide the team on best practices and ensure adherence to state and federal regulations, while promoting innovation. Their position is essential in identifying opportunities to overcome challenges and plan for future success.