

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.



Public Transportation Manager

Passenger Transportation, Rail, and Freight Division – Public Transportation Section
Nashville, TN
\$110,004 annually

Job Overview

The Public Transportation Manager will lead, mentor, and train the section's Team Leads through empowerment, communication, and delegated authority. This position will develop work plans that align with TDOT's strategic vision, and effectively delegates authority and responsibility while ensuring the availability of resources for the Public Transportation Section to be successful.

The Public Transportation Manager will assist in the development and implementation of department policies, discipline-specific technical guidance, procedures, and manuals and will ensure the successful implementation of the Quality Assurance Program to achieve program efficiency and effectiveness. The Public Transportation Manager supervises technical staff and develops performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Public Transportation Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Public Transportation Section.

Essential Job Responsibilities

Manage resources and staff utilization to allow the Public Transportation Section to perform their roles effectively and efficiently, optimizing the section's ability to successfully administer, and ensure compliance with, federal and state capital, operating and transit planning programs in both urbanized and rural areas throughout the state.

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 Public Transportation Section with respect to transit programs, transit projects, and transit-related activities throughout Tennessee.

Manage the policy level direction for the Public Transportation Section as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics in a manner that ensures adherence to federal and state requirements and results in the incorporation of high-quality processes and technologies into programs and projects. Develop and manage the Public Transportation Section's financial performance to ensure alignment with TDOT financial processes to guarantee 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.

Manage external partners, including providing leadership, guidance, and direction to the section in the development of contract/grant scopes of work, assisting in negotiating contracts/grants, reviewing contract/grant invoicing, managing contract/grant tasks, and completing consultant grading.

Lead the Public Transportation Section in providing exceptional customer service to both internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, continual follow-up on delayed projects, and communicating effectively.

Ensure the section remains current on national best practices as it relates to the transit program and project administration; advocate for the implementation of emerging processes and technologies into transit programs and projects that will improve efficiency, resiliency, effectiveness, reliability, sustainability, and the safety of Tennessee's transportation network; and 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.

Assist in ensuring the Public Transportation Section 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
- 8 years of demonstrated competency in Transit Planning, State and Regional Transportation Planning, Public Administration, Transportation Management, or a related field, that includes 2 years of demonstrated competency in supervision.

Ideal Candidate

The Public Transportation Manager brings extensive experience in transportation planning, operations, and management within the public transit sector. They possess strong leadership and strategic insight, overseeing the planning and implementation of transit systems to enhance efficiency, accessibility, mobility, and sustainability. The Public Transportation Manager has excellent communication skills and collaborates effectively with diverse stakeholders. They excel in team leadership, fostering innovation, safety, and continuous improvement among staff, making them a valuable asset in advancing public transportation solutions.