

## 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.



### **Strategic Services Manager**

Procurement Division – Strategic Services Section  
Nashville, TN  
\$110,004 annually

#### **Job Overview**

The Strategic Services Manager will lead, mentor, and train each Team Lead and the Strategic Services Section through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the Procurement Division's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Strategic Services Section to be successful.

This position will assist in developing policies, training, procedures, manuals, and governance required to implement statewide programs and will develop, manage, and facilitate methodologies, tools, resources, and guidelines for Solicitations, Contracts, Quality, and Training functions. The Strategic Services Manager will collaborate with the Field Support Services Team, Finance, Audit, Regional Offices, and Headquarters leadership to support the Strategic Services Section's functions across the Department. They will also partner with the Central Procurement Office (CPO) and the Comptroller of the Treasury (COT) to address solicitation and initiative-based needs.

The Strategic Services Manager will supervise Team Leads and technical staff and will develop performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Strategic Services Manager will research national best practices that drive innovation and improve performance and efficiency within each unit of the Strategic Services Section.

#### **Essential Job Responsibilities**

Manage resources, staff utilization, and the program budgets and schedules to provide Procurement Strategic Services to TDOT, including but not limited to Solicitations, Contracts, Quality, and Training.

Establish and ensure a direct relationship between quality and work outcomes by developing and implementing standards for the frameworks, policies, and procedures for the Procurement Strategic Services Section and coordinating with the Quality Assurance team within the Procurement Division.

Provide support in the development of the procurement and solicitation documents by coordinating with the Central Procurement Office (CPO) and the Comptroller of the

Treasury (COT), attending conferences, participating in information sessions, and attending relevant in-briefs and debriefs with external and internal stakeholders.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process. Mentor staff in leadership, professional conduct, emotional intelligence, and teamwork.

Participate in developing yearly contract schedules based on work program needs. Monitor the production, scheduling, and execution of contractual documents.

Lead the Strategic Services 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. Establish performance goals and measures for the team, provide feedback, and identify areas for improvement.

Remain current on revisions to procurement statutory and regulatory requirements, standards, and guidelines related to solicitations, contracts, training, and quality management components. Ensure that the advertisement, award, and execution of contracts and amendments are per Tennessee Statutes, Administrative Code, and Department procedures. Perform the procurement and contract components for identifying and overseeing the development and implementation of contracts; provide guidance and direction to those responsible for implementation; and ensure compliance with current procedures, rules, and regulations by disseminating information in a timely manner and providing training as needed.

Remain current on national best practices related to procurement for TDOT employees and contractors; incorporate research, evaluations, and implementation of emerging technologies; and integrate statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Develop and implement technology in partnership with the TDOT Information Technology Division that ensures program success while ensuring compliance with Federal and State procurement laws, regulations, policies, and standards.

Assist in ensuring the procurement strategic services work products and services 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 in Business Administration, Public Administration, Finance or Accounting, or a related field
- 8 years of demonstrated competency in contract management, procurement, or a related field that includes at least 2 years of demonstrated competency in supervision

### **Ideal Candidate**

The Procurement Strategic Services Manager is a dynamic leader with a proven ability to inspire, mentor, and develop high-performing teams while driving innovation and efficiency. They are a skilled communicator who exemplifies transparency, accountability, and a strong customer service orientation when collaborating with internal and external stakeholders. Highly adaptable and proactive in managing change, they thrive in complex environments, anticipating challenges and guiding their team through transitions with confidence. Results-oriented and detail-focused, the Procurement Strategic Services Manager fosters a culture of continuous improvement, leveraging best practices and emerging trends to enhance procurement operations and deliver exceptional value to the organization.