

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.

Role of the Human Resources Division:

The TDOT Human Resources division sets the vision and strategic direction for developing TDOT's greatest assets – our people. The division empowers the organization by ensuring the effectiveness and advancement of individual employees and the organization. The division develops, implements, and supports policies and procedures that reflect equal opportunity, diversity, and our values and principles. The division provides organizational planning, workplace operations, technology integration, talent progression, and resource development to create a workplace where people and industry thrive.



Quality Assurance and Training Team Lead
Procurement Division – Strategic Services Section
Nashville, TN
\$103,848 annually

Job Overview

The Quality Assurance and Training Team Lead will lead, mentor, and train the Quality Assurance and Training Team through empowerment, communication, and delegated authority. This position will implement work plans that align with the Procurement Division's strategic vision and will effectively delegate authority and responsibility, when applicable, while providing the resources for the Quality Assurance and Training Team to be successful.

This position will implement the requirements of Tennessee state government, including those of the Central Procurement Office, Tennessee Code Annotated, and applicable department policies and procedures. Additionally, the position will apply procurement methodologies, tools, resources, technical guidance, procedures, and manuals to support the Quality Assurance and Training Team in developing and delivering work products and services that fulfill quality assurance and procurement training functions. The Quality Assurance and Training Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. This position will research national best practices within the Quality Assurance and Training Team and report and recommend ideas that drive innovation and efficiency in quality and procurement training processes while ensuring quality assurance to achieve program effectiveness.

Essential Job Responsibilities

Manage resources and staff utilization to allow the Quality Assurance and Training Team to perform their roles effectively and efficiently, optimizing the Team's ability to successfully address unanticipated challenges, and to deliver Quality and Training services to TDOT.

Develop, implement, and monitor quality assurance processes to ensure procurement procedures, contract development (non-Brooks Act), and compliance reviews align with state and federal regulations, TDOT policies, and industry best practices. Proactively identify process inefficiencies, drive continuous improvement initiatives, and collaborate within the Procurement Division to enhance accuracy, consistency, and transparency in procurement operations.

Oversee procurement training programs that ensure TDOT procurement personnel consistently apply procurement policies, standards, and best practices. Develop onboarding programs related to procurement procedures for new staff, implement

continuous education initiatives, and maintain training materials in collaboration with internal and external stakeholders to enhance procurement knowledge and compliance.

Guide the development and implementation of revisions to policies, standards and guidelines related to procurement and quality management components. Provide technical assistance and training support to TDOT employees, procurement teams, and external partners, enhancing user understanding of procurement procedures, quality assurance expectations, and compliance requirements.

Manage change by clarifying vision, taking ownership, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Lead the Quality Assurance and Training 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.

Guide the development and implementation of technology in partnership with the TDOT Information Technology Division that ensures program success while adhering to Federal and State Procurement laws, regulations, policies, and standards.

Develop and implement key performance indicators (KPIs) for quality assurance and training effectiveness, assessing and reporting on program success, process adherence, and compliance metrics. Leverage data and feedback to refine training materials, procurement processes, and quality assurance strategies, ensuring continuous improvement and operational excellence.

Provide oversight and guidance in the development of Quality and Training Section 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
- 5 years of demonstrated competency in developing, executing, and maintaining learning and development programs

Preferred Qualifications

- 3 years of experience in data collection and analysis to validate data trends per standards. Concurrently, providing analysis to deter and detect potential fraud, waste and abuse.

Ideal Candidate

The Quality Assurance and Training Team Lead role is an adaptable and forward-thinking leader who thrives in a dynamic environment. They possess strong analytical and problem-solving skills, enabling them to navigate complex challenges with confidence and precision. Highly organized and detail-oriented, they effectively manage multiple priorities while maintaining a strategic focus. A collaborative and influential communicator, they foster an inclusive and high-performing team culture, empowering others through mentorship and professional development. Their commitment to innovation and continuous improvement drives efficiency and excellence, ensuring a positive impact on both internal teams and external stakeholders. Resilient and solution-focused, they approach challenges with a proactive mindset, always seeking opportunities to refine processes and enhance organizational effectiveness.