

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Contract Services Team Lead

Professional Services Division - Consultant & Contract Services Section

\$98,000 - \$109,000 annually

Job Overview

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

This position will implement department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Contract Services Team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Contract Services Team Lead will supervise technical staff and will implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. This position will lead the Contract Services Team in assisting the Divisions with the facilitation of the administrative prequalification process, consultant services rate reviews, invoice processing, and tracking, and ensuring compliance with contracting and administration procedures necessary to meet the requirements of professional services contracts. The Contract Services Team Lead will pilot national best practices within the Contract Services Team and will report and recommend ideas that drive innovation and efficiency.

Essential Job Responsibilities

Manage resources and staff utilization to allow for the Contract Services Team to perform their roles effectively and efficiently, optimizing the Team's ability to successfully address unanticipated challenges. Provide support to Project Managers in the Prequalification, Performance Management, and Support Services of engineering and design-related consultants by administering the Prequalification process, including technical and administrative prequalification; coordinating consultant invoicing approvals, ensuring projects are closed out; addressing applicable Public Records Requests, and ensuring compliance with the Reimbursement Rate Audit Guidelines.

Integrate Quality Management into all deliverables in compliance with the Professional Services Quality Assurance Program for the purpose of reducing errors and increasing efficiency. Assist the Contract Services Team with quality assurance tasks per the Quality Assurance process.

Review Administrative Qualification Packages for Professional Services Consultants to evaluate compliance with proper reporting requirements and, if appropriate, accept

approved rates. Assist in reviewing Audits to ensure compliance with the American Association of State Highway and Transportation Officials (AASHTO) Audit Guidelines and the Tennessee Department of Transportation (TDOT) Reimbursement Rate Guidelines. Lead and mentor staff, evaluate staff performance, make assignments and ensure timely completion of reviews. Oversees processing of consultant invoices and ensures that invoice-related issues are addressed in a timely manner.

Manage change by serving as the bridge between executive direction and the envisioned change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Assist Project Teams as part of a matrix organization by guiding and assisting the Project Manager and the Project Team on contract services to ensure compliance with policies and procedures regarding Rate Reviews for professional services contracts, coordinating required contract actions, coordinating invoices, reviewing consultant services rates, and conducting contract close outs.

Lead the Contract Services Team 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.

Remain current on revisions to all applicable federal and state regulations and guidelines applicable to consultant services, participate in statewide meetings, and provide interpretations for both new and existing policies and procedures related to contract services.

Implement and maintain the Division's tracking mechanism that ensures all Contract Services workflow items are addressed within the time constraints laid out by the project's schedule, including all required training needed by TDOT staff related to Administrative Prequalification of rates, processing invoices, and contract close outs.

Assist in ensuring Contract Services 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 in Engineering, Business, or related field
- 5 years of demonstrated competency in the procurement and/or administration of transportation engineering contracts;

OR

- Associate degree in related field
- 7 years of demonstrated competency in the procurement and/or administration of transportation engineering contracts specifically in planning, coordinating, and managing Rate Review responsibilities, invoice processing, and contract close outs;

Ideal Candidate

The Contract Services Team Lead is always there to roll up their sleeves and ensure the job gets done. They are detailed oriented and know all the contract resources available to accomplish the desired outcomes. They are a sincere collaborator bringing their technical knowledge and experience to the conversation to problem-solve and move forward. The Contract Services Team Lead has a deep understanding of professional services contracts, and they apply that knowledge to ensure successful outcomes and efficient and effective business processes to support

the team. They readily share their knowledge and experience with their team to provide not only current success but future success as well.