

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.



Consultant Services Team Lead

Professional Services Division - Consultant & Contract Services Section
\$98,000 - \$109,000 annually

Job Overview

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

This position will implement department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Consultant Services Team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Consultant 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 Consultant Services Team in assisting the Divisions with the facilitation of the prequalification process; tracking, overseeing, and distributing consultant performance evaluations; and ensuring compliance with contracting and administration procedures necessary to meet the requirements of professional services contracts. The Consultant Services Team Lead will pilot national best practices within the Consultant 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 Consultant 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, for both technical and administrative prequalification; managing consultant performance evaluations, ensuring grades are entered and distributed timely; addressing applicable Public Records Requests; and coordinating procurement and administrative actions with the Department's Affirmative Action Program, encouraging the utilization of small and disadvantaged businesses.

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 Consultant Services Team with quality assurance tasks per the Quality Assurance process.

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 in the development of agency requirements for the Consultant Professional Services consultant prequalification process. Train technical qualification reviewers in their roles and responsibilities as evaluators for the consultant prequalification process. Assist Project Teams as part of a matrix organization by guiding and assisting the Project Manager and the Project Team on consultant services to ensure compliance with policies and procedures, including monitoring contract terms for professional services contracts, coordinating required contract actions, providing Project Managers with applicable consultant performance evaluations, and verifying the minimum technical requirements are met.

Review consultant prequalification applications for completeness and make determinations regarding the application request. Coordinate and track prequalification evaluations for each group of technical area expertise. Provide specific instructions and guidance to consultants when additional information is required for the determination of minimum professional services work type prequalification requirements. Coordinate between the requesting consultant, Procurement Office, General Counsel, and prequalification technical review personnel on any requests related to denial of consultant prequalification.

Perform the lead coordination role on consultant mergers, acquisitions, and name changes; determine and confirm the list of active contracts to be impacted by the merger in preparation of Assignment Agreements; and verify the transfer of all professional licensure, professional liability insurance, registration requirements, signatures, all applicable formal documentation, and effective dates by the consultant.

Lead the Consultant 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 consultant services.

Implement and maintain the Division's tracking mechanism that ensures all Consultant Services workflow items are addressed within the time constraints laid out by the project's schedule, including all required training needed by TDOT staff for procuring consultants consistent with the Brooks Act. Oversee and maintain records for performance evaluations grading information and all merger records. Oversee and maintain a database with prequalification information in order to generate qualification and renewal letters. Coordinate preparation of approval and denial letters to requesting consultants. Assign signature authority for prequalification and renewal letters.

Assist in ensuring Consultant 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 in the procurement and/or administration of transportation engineering contracts;

Ideal Candidate

The Consultant 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 consultant 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 Consultant 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.