

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 Manager
Professional Services Division
Nashville, TN
\$100,896 - \$107,400 annually

Job Overview

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

This position will assist in the development of Department policies, guidance, procedures, and manuals for the Prequalification, Support Services, and Performance Management of professional contracting services. The Consultant Services Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The consultant services unit is responsible for the prequalification, administration, performance evaluation and invoicing of active consultant contracts procured under the Brooks Act requirements. The Consultant Services Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Consultant Services Section.

Essential Job Responsibilities

Manage resources and staff utilization to assist 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 prequalifications; managing consultant performance evaluations, ensuring grades are entered timely and distributed; coordinating consultant invoicing approvals, ensuring projects are closed out; addressing Public Records Requests; and coordinating procurement and administrative actions with the Department's Affirmative Action Program, encouraging the utilization of small and disadvantaged businesses.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the Professional Services Division and oversee the accuracy of contract activity and the recording of documentation in a business data management system.

Assist in the development and maintenance of consultant acquisition plans for professional engineering services as part of the Brooks Act. Assist with coordinating and presenting at regularly scheduled meetings with the purpose of informing vendors of how to do business with the Department.

Manage 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 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, participating in contract mediation and protest settlement actions, verifying the minimum technical requirements are met, coordinating invoices.

Lead the Professional 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, providing procedural and technical training, coordinating and elevating technical questions to the proper disciplines, 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.

Develop and implement a tracking mechanism that ensures all professional services workflow items are addressed within the time constraints laid out by the project's schedule and those requirements governing the procurement process, including all required training needed by TDOT staff for procuring consultants consistent with the Brooks Act.

Assist in ensuring Professional Services deliverables are consistent, predictable, and repeatable to provide for 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
- 8 years of demonstrated competency in the procurement and/or administration engineering contracts that includes at least 2 years of demonstrated competency in supervision.