

## 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.



### **Professional Services Manager**

Professional Services Division

Nashville, TN

\$100,896 - \$107,400 annually

### **Job Overview**

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

This position will assist in the development of Department policies, guidance, procedures, and manuals for advertising, longlisting, shortlisting, final selection, contract negotiation, contract execution, and contract maintenance in conformance with the Brooks Act for the procurement of professional services. The Professional Services Manager will supervise Team Leads in addition to technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Professional Services Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Professional Services Section.

### **Essential Job Responsibilities**

Manage resources and staff utilization to assist Project Managers in the procurement of engineering and design-related services by preparing contracts for advertisement and ensuring compliance with applicable procedures; executing contract amendments; monitoring contract terms for active Professional Services contracts and coordinating the required contract actions; verifying funding availability prior to advertising; evaluating audit packages and facilitating negotiations; and participating in depositions.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the Professional Services Section and assist with Quality Assurance for contracts, amendments, and procurement documents associated with Professional Services as per the TDOT Quality Assurance Process.

Assist in the development of consultant acquisition plans for professional engineering services related to the Brooks Act.

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 the Project Manager and the Project Team on contracting processes and procedures to ensure compliance with the Brooks Act, confirming the responsiveness of consultants' letters of response or technical proposals with respect to the project advertisement or the request for proposal; organizing and facilitating meetings with consultants and projects managers for all procurement related matters; assisting with enforcement of subconsultant percentages by the prime, reviewing recommendations to the Selection Committee to ensure recommendations conform with procedural requirements and coordinating with TDOT staff in addressing award questions.

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, meeting with consultants as necessary to address award questions, communicating effectively, and providing procedural and technical training.

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

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, 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.