



# TDOT Supervisor

## **AGENCY OVERVIEW AND PROGRAM FOCUS**

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.

TDOT leadership is responsible for developing the vision, strategic direction, policy, and tactical application of department objectives. Responsibilities include planning, developing, operating, staffing, and budgeting the department's transportation program for all modes. This classification is charged with the recruitment, retention, supervision, development, and mentoring of staff across the department to ensure that each individual understands their role in the implementation and execution of the department objectives. Responsibilities include developing and growing relationships with industry partners to enhance economic opportunity and innovation.

## **SUMMARY**

The TDOT Supervisor will provide direct supervision of a team in the implementation of daily activities. This role will develop, mentor, and train each team member through empowerment, communication, and delegated authority. This position will use the department policies, discipline specific technical guidance, procedures, and manuals to deliver the expected outcomes. The TDOT Supervisor will implement national best practices that drive innovation and efficiency. This role will direct and implement unit work plans and schedules completing all projects on time, within the scope and on budget ensuring performance and accountability of each team member.

## **RESPONSIBILITIES**

1. Manage resources to allow the team to perform their roles effectively and efficiently, optimizing the team's ability to successfully address unanticipated challenges
2. Build a culture of continuous learning, enacting a succession planning process that recruits staff, develops leaders both functionally and culturally, and ensures continuity of critical roles and employee retention
3. Mentor staff in the areas of workplace influence, professional conduct, emotional intelligence, and teamwork



4. Provide direct supervision to staff. Serve as an advocate to inspire and empower the team to challenge conventional processes, and to research, pilot, and implement innovative concepts that drive efficiency and improve sustainability of department resources, while concurrently navigating daily issues regarding work responsibilities, colleague, and customer relations
5. Create a culture of accountability in which every team member feels a sense of ownership for quality organizational results and strives to achieve and exceed TDOT's performance metrics
6. Minimize potential impacts to the project scope, schedule, and budget by proactively assessing risk factors on assigned projects
7. Implement TDOT's procedure related to disciplinary actions, including prompt acknowledgement of a concern, coordination with executive staff, and maintenance of required documentation
8. Enforce safe work practices and procedures, encouraging team members to identify unsafe or unhealthful workplace conditions or hazards without fear of retribution
9. Lead the team in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, and communicating effectively
10. 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
11. Create a culture of accomplishment by communicating expectations, assisting employees in establishing measurable goals, providing timely feedback, and training, ensuring the necessary tools are available for the employee to achieve their goals and formally and informally celebrating the achievement of goals with the employee
12. Build a culture of continuous learning through the development of employees both functionally and culturally to ensure continuity of critical roles and employee retention

**QUALIFICATIONS** (Education must be from an accredited institution.)

Education and Experience: High school diploma and 5 years of demonstrated competency in related field

**Knowledge, Skills, Abilities, and Competencies (KSACs):**

- Skilled in team building, communication, change management, and emotional intelligence
- Skilled in leading meetings, including agenda writing and time management
- Skilled in innovative and creative problem solving
- Ability to develop and maintain working relationships and communicate with a wide variety of individuals
- Ability to use critical thinking and judgement to problem solve and make well informed decisions independently
- Ability to perform multiple tasks accurately and in a fast-paced environment



- Knowledge of interviewing practices and techniques
- Knowledge of the principles in leading groups to achieve the desired objectives, including conflict resolution
- Knowledge of the principles and practices of supervision including planning, organizing, directing, motivating, and making decisions
- Knowledge for the rules, processes, and technical skill sets for the area supervised