

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.



Statewide Program Manager

Project Management Division – Engineering Concepts and Statewide Programs
Section
Nashville, TN
\$118,956 annually

Job Overview

The Statewide Program Manager uses a risk-based, data-driven process to manage the statewide programs in the following three areas: (1) Legislative, (2) Resurfacing/Safety/Traffic, and (3) Bridge/Ancillary Structures/Rockfall Mitigation.

This position will effectively manage resources, coordinate with both legislative and alternative delivery activities, and ensure the exchange of information between Project Team members, stakeholders, and applicable TDOT Divisions.

This position will implement Department policies and provide technical guidance to deliver the Region's Program Projects as part of the Division's strategic plan. The Statewide Program Manager will foster the implementation of national best practices that drive innovation, improve performance, and ensure project alignment for each of the four program areas. This position will lead, mentor, and train the Program Teams through empowerment, communication, and delegated authority.

Essential Job Responsibilities

Manage resources through collaboration with Asset Management and support Region Managers of Program Projects in the management of external partners together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of contract scopes, management of contract tasks, and completion of consultant grading for Region Programs.

Ensure there is a direct relationship between quality and work outcomes by developing, tracking, and implementing metrics for the Region Programs and coordinating with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to the Project Delivery Network (PDN).

Assist in the development of a Consultant Acquisition Plan (CAP) by providing strategic leadership in coordination with Asset Management and Region Managers of Program Projects for the utilization of consultants supporting TDOT's program and project delivery. Serve on selection committees for professional engineering services. Provide support in the development of the Request for Proposal (RFP) by attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending de-briefs with consultants.

Partner with Asset Management to develop and understand project goals, industry standards, and opportunities for innovation as part of programmatic projects.

Assist Region Program Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity and incorporating programmatic project needs into larger projects, where applicable; defining critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager; supporting Region Program Project Management staff by assisting in reviewing the Scopes of Work in collaboration with Project Teams; applying context-sensitive design strategies; proactively coordinating with Asset Management and applicable Divisions within TDOT to assess risks, ensuring consideration of constructability, operations and maintenance concerns, and developing solutions based on overall lifecycle costs as part of Functional Design Plans development per the Project Delivery Network (PDN); and forecast the cause and effect of implementing Alternative Technical Concepts (ATCs) related to Alternative Delivery project impacts with respect to programmatic projects.

Lead the Statewide Programs in providing exceptional customer service to both internal and external customers, ensuring continuity of needed transportation improvements, minimizing disruptions to the traveling public due to construction impacts, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on revisions to design codes, standards, and guidelines related to legislation, design, funding, and project management used for delivering the programs; proactively assess risk factors on Region Programs; coordinate with each Project Team to minimize potential impacts to the scope, schedule, budget, and quality as part of the overall program; provide both direction and oversight in the development of PDN deliverables, partner with TDOT Divisions, resource agencies, and the construction industry to implement acquired knowledge to ensure program stability; and assist with Risk Assessments.

Implement a tracking mechanism that ensures all workflow items accomplished by the Regions are addressed as per the PDN and within the time constraints laid out by the project's schedule.

Assist in ensuring the Programmatic projects are consistent, predictable, and repeatable to provide for consistently high levels of achievement, mitigation of risk, and an established track record of success by providing training and programmatic process tracking and documentation.

Qualifications

- Bachelor's degree
- 6 years of demonstrated competency in a transportation related functional area
- 6 additional years of demonstrated competency in effectively managing transportation projects
- Project Management Professional (PMP) Certification, Certified Associate in Project Management (CAPM) or Professional Engineer (PE)

OR

- Bachelor's degree
- 10 years of demonstrated competency in a transportation related functional area with 4 years substituting for the required licenses or certifications
- 6 additional years of demonstrated competency in effectively managing transportation projects

OR

- Associate degree
- 12 years of demonstrated competency in a transportation related functional area with 4 years substituting for the required licenses or certifications
- 6 additional years of demonstrated competency in effectively managing transportation projects.

Ideal Candidate

The Statewide Program Manager is a skillful leader who excels in making decisions, building relationships, and successfully delivering complex projects. They are extremely knowledgeable in applying innovative concepts and leveraging both legislative and alternative delivery methods to achieve the desired outcomes of the projects they lead. The Statewide Program Manager maintains strong interpersonal relationships with staff at all levels, anticipates project needs, secures commitments, and communicates progress to the Department's leadership. Their exceptional communication skills enable them to collaborate with project teams and stakeholders, applying their knowledge, relationships, and sound project management practices to achieve successful results for statewide initiatives.