

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.



Region Business Solutions Manager

Region Business Solutions

\$110,004 annually

Job Overview

The Region Business Solutions Manager will lead, mentor, and train the Region's Safety and Facilities, Procurement, and Business Services Sections, while also liaising with Headquarters' Finance, Procurement, and Human Resources Divisions through empowerment, communication, and delegated authority. The Region Business Solutions Manager will develop work plans that align with the Department's strategic vision for safety and facilities management, procurement, and business services, delegating authority as needed and ensuring the availability of resources for the Region Business Solution Section's success. The Business Solutions Manager ensures that the work plans from Headquarters are implemented effectively and communicates resource needs to support Region staff in finance, procurement, human resources, training, and daily operations.

The Region Business Solutions Manager will supervise technical staff and develop performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. This position will oversee several key areas, including procurement, data collection, analysis, and reporting on occupational safety issues, facilities maintenance, security, lease agreements, and contracts. It will also manage, support, test, and implement information technology business systems. The Business Solutions Manager also ensures the implementation of Finance, Procurement, and Human Resources Programs in the Region and will research national best practices to drive innovation and efficiency within each of these sections.

Essential Job Responsibilities

Manage resources and staff utilization to ensure the Procurement, Safety and Facilities Management, and Business Support Sections can effectively and efficiently fulfill their roles and optimize the team's ability to meet employee safety and facilities contract management needs. Provide feedback and assist Headquarters' Finance, Procurement, and Human Resources leadership in managing resources and staff to enhance performance, including the team's ability to meet the Region's budget planning and management, procurement, and human resource and talent development needs.

Establish and ensure a direct relationship between quality and work outcomes by providing management and guidance in the development and implementation of standard safety and facilities management, procurement, and business support-related tasks performed by Regional employees. Ensure there is a direct relationship

between quality and work outcomes by providing guidance, feedback, and support in developing and implementing standard procurement, human resources, and training support-related tasks performed by Headquarters' staff.

Collaborate with other Region Business Solutions Managers to manage the development and ensure the implementation of the statewide Safety and Facilities Management and Business Support standards, policies, procedures, and programs. Coordinate with the Finance, Procurement, and Human Resources Division leadership to support the development and facilitate the implementation of statewide standards, policies, procedures, and programs.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Support Project Teams, as part of a matrix organization, in defining critical goals and intended outcomes with respect to the application of Region Procurement, Safety and Facilities Management, Business Support, and Headquarters' Finance, Procurement, and Human Resources programs.

Lead the Region Business Solutions Section in delivering outstanding customer service to internal and external stakeholders by managing communication between the Section, Region leadership, and Headquarters teams in Finance, Procurement, and Human Resources. Ensure that information is effectively shared, demonstrate strong listening skills, provide timely responses, and maintain efficient, high-quality support for occupational safety, facilities management, finance, procurement, human resources, and training needs across the Region.

Remain current on revisions to federal and state requirements related to each of the Region Business Solutions Sections' work practices; foster partnerships with state and federal agencies, committees, and other external partners to promote workplace safety, transparent and efficient contracting, finance, and procurement processes, and sought-after employee engagement and development programs; implement emerging technologies and build on national best practices; and systematically identify areas for which there are opportunities for growth.

Oversee key operational elements of TDOT's administration programs, including implementing occupational standards, facilities planning, contracting, and operations across all Regions. Manage finance and budget planning, forecasting, monitoring, compliance, procurement processes, HR support, and the annual training program in alignment with Headquarters guidelines.

Participate in selecting, procuring, and implementing comprehensive tools, systems, and other resources to ensure each team within the Region Business Solutions Sections functions efficiently and meets staff needs.

Qualifications

- Bachelor's degree
- 8 years of demonstrated competency in an administrative services-related field, that includes at least 2 years of demonstrated competency in supervision.

Ideal Candidate

The Region Business Solutions Manager has an important role in overseeing the day-to-day operations of the Region's administrative functions and services. They excel at building collaborative relationships across departments, promoting a culture of teamwork, and driving effective communication to achieve shared objectives. They thrive in a dynamic, fast-paced environment, maintaining composure and professionalism while handling sensitive information with the highest level of confidentiality. The Region Business Solutions Manager is a proactive leader with exceptional organizational and decision-making skills. They possess a natural ability to identify opportunities for

process improvement, striving to enhance efficiency and deliver positive outcomes across administrative functions. They bring financial acumen and experience in budgeting, analysis, and planning. Additionally, they demonstrate project management expertise and are adept at utilizing modern business management software and administrative tools to support their teams and operations.