

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 Traffic Operations Manager Regional Operations – Traffic Operations Memphis, TN \$124,800 annually

Job Overview

This position will be based out of Memphis, Tennessee, but will be required to spend a minimum of 2 days per week in the Regional Office located in Jackson, Tennessee. The Region 4 Traffic Operations 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 Region Traffic Operations Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Region Traffic Operations Section to be successful.

This position will lead the Region Traffic Operations Section in the development of Department policies, technical guidance, procedures, and manuals relating to traffic operations. This position is responsible for managing and overseeing the Traffic Management Centers (TMC), Highway Response and Traffic portion of the Transportation Systems Management and Operations (TSMO) teams. The Region Traffic Operations Manager will supervise team leads and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. This position will provide technical assistance and support for TMC operations, HELP program, Signing programs, Active Transport Integration, TSMO strategies and implementation. The Region Traffic Operations Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Region Traffic Operations Section.

Essential Job Responsibilities

Manage resources and staff utilization and assist Project Managers 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 documentation of consultant performance and qualifications. Establish and ensure there is a direct relationship between quality and work outcomes by assisting in the development of standards for the Region Traffic Operations Section in collaboration with Headquarters Traffic Design and Traffic Operation and assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to the Project Delivery Network (PDN) and non-PDN activities that improve performance and increase sustainability of TDOT's transportation system as it relates to all aspects of traffic operations.

Assist in the development of a Consultant Acquisition Plan (CAP) by providing strategic leadership in utilizing consultants for program and project delivery and oversee consultant activities to ensure quality products and services are provided.

Serve on selection committees for professional engineering and non-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, including those projects for which Alternative Delivery methods are applied.

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

Assist Project Teams, as part of a matrix organization, in development of TMC operations, HELP operations, Signing programs, Active Transport Integration, Transportation Systems Management and Operations strategies and implementation project vision for those projects having the highest complexity; coordinate with TDOT Legal on legal sufficiency of traffic services; define traffic operations-related critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager; support Project Management staff by writing the Scope of Work in collaboration with all relevant Traffic Sections, TDOT Roadway, TDOT Maintenance, and TDOT Construction; proactively coordinate with other units within TDOT to assess risks, ensure consideration of constructability, and discuss operations and maintenance concerns; ensure traffic operations are coordinated with Project Teams; develop 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 projects.

Lead the Region Traffic Operations Section in providing exceptional customer service to both internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on national best practices related to development and review of traffic engineering studies and analyses, traffic regulations, reports regarding traffic operational safety problems, highway signing and pavement markings, tracking signals, maintenance agreements and data collection; assist with the development of legislation and regulations that seek to increase traffic operations technologies, inspire innovation, and improve mobility for TDOT employees, contractors, and the traveling public; and integrate traffic operations considerations and statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Develop and implement a tracking mechanism that ensures the contractual agreements, scope, schedule, budget, and quality of all traffic services projects support the delivery of the Department's Work Program while also ensuring compliance with Federal and State standards and the Manual on Uniform Traffic Control Devices.

Assist in ensuring Traffic Operations deliverables are consistent, predictable, and repeatable to provide consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree in engineering
- Licensed Professional Engineer (PE)
- 8 years of demonstrated competency in a transportation engineering field that includes at least 2 years of demonstrated competency in supervision

Ideal Candidate

The Region Traffic Operations Manager likes to keep traffic moving, literally. They are great coordinators, communicators, and collaborators. They are comfortable applying their analytical and technical skills to solve real-time mobility issues and researching innovative concepts to improve the future of mobility. They are team players that work alongside many transportation disciplines to reduce traffic issues and increase safety. The Region Traffic Operations Manager is an inquisitive problem-solver and a strong communicator who can easily translate complex concepts to various audiences.