

## 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.



### **TMC Team Lead**

Region Operations / Traffic Operations – TMC

\$102,408 annual

#### **Job Overview**

The Region Transportation Management Center (TMC) Team Lead will supervise, lead, mentor, and train the TMC Team through empowerment, communication, and delegated authority. This position will develop and implement work plans that align with the TMC Section's strategic vision and will effectively delegate authority and responsibility when applicable, while providing the resources needed for the TMC Team to be successful. This position serves as the TDOT regional lead for the night and weekend TMC operations contract, overseeing vendor performance, compliance, and coordination with headquarters contract management staff.

This position will coordinate with Headquarters to develop and implement department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the TMC team in monitoring and managing traffic flow, condition of roadways, surrounding environmental conditions, and ITS equipment status and maintenance. The Region TMC Team Lead will supervise technical staff and develop and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Region TMC Team Lead will collaborate and coordinate with headquarters and serves as the primary regional point of contact for TMC operations for Headquarters, responding to inquiries related to vendor performance, incidents, staffing, compliance, and contract administration including supporting monthly progress report and invoice reviews. This position monitors and controls traffic on the road network with a broad range of transportation facilities including freeway systems, rural and suburban highway systems, and urban and suburban traffic control systems. The Region TMC Team Lead will research national best practices to drive innovation and efficiency within each technical unit as part of the TMC team.

#### **Essential Job Responsibilities**

Manage resources and staff utilization of external partners together with the Traffic Operations Division, including negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completing consultant grading. Understands performance-based contracts; familiar with liquidated damages and retainages; uses TMC data, telematics, and reports for compliance verification; coordinates with THP, local agencies, other TDOT division, and Regional TMCs specifically as it relates to overnight and weekend performance.

Oversee regional contracted TMC staffing, including review of vendor hiring actions, verification of required training and certifications, monitoring of system access and background clearances, and ensuring required coverage for night and weekend operations according to the contract.

Track and evaluate regional contracted TMC staff performance against contract requirements and performance measures; identify deficiencies, initiate corrective actions, and coordinate resolution with the Headquarters Contract Manager. Identify and resolve regional contract compliance issues related to night and weekend TMC operations and escalate systematic or unresolved issues to the Headquarters Contract Manager.

Establish and ensure that there is a direct relationship between quality and work outcomes by implementing standards that are developed at headquarters for the TMC Team and coordinate with the Traffic Operations Division in assisting with quality control tasks as per standard operating procedures and policies with respect to training, performance, incident response, and roadway clearance times, improving safety and highway operations.

Provide support in the development of the Request for Proposal (RFP), by attending project-specific 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 contractors.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process. Maintain situational awareness of all major regional incidents occurring during both TDOT and contracted hours and review incident data and participate in after-action reviews to assess performance, document lessons learned and implement corrective actions.

Serve on program teams and committees as part of a matrix organization to support the furtherance of the department's vision and goals regarding its TMC operations program; ensuring resources are available for technician training, ATMS support and oversight, traffic management systems, ITS equipment, and other equipment as defined; participate in programmatic meetings which seek to define and meet the critical goals and intended outcomes for the scope, schedule, budget, and quality of the TMC operations program in coordination with the Traffic Operations Division's Freeway Operations Office ; support Project Management staff by contributing to the writing of Transportation Management Center related manuals, guides, and plans; and proactively assess risk factors to reduce response related traffic congestion and improve safety.

Lead the TMC team in providing exceptional customer service to both internal and external customers, exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively. Communicate effectively at various levels. Including familiarity with the C.L.E.A.R. protocol and adhering to other departmental standards and policies; disseminate information pertaining to highway response through appropriate channels to other divisions and agencies.

Remain current on national best practices for TMC operations and on revisions to TDOT's standards, specifications, guidelines, and standard operating procedures as they relate and impact TMC operations. Manages oversight of the ATMS and ITS equipment up time. Coordinates with HQ, IT, and construction divisions to maintain and repair equipment.

Develop, monitor and track TMC related projects using the established statewide tracking mechanism to ensure the scope, schedule, budget, and quality of all TMC related activities that support the delivery of the

Department's Work Program while also ensuring compliance with Federal and State laws, rules, and regulations.

Provide oversight of the development and completion of TMC related deliverables and ensure they are consistent, predictable, and repeatable to provide for consistently high levels of achievement, mitigation of risk, and an established track record of success. This position maintains direct supervisory responsibility for in-house TDOT TMC staff and ensures seamless coordination between TDOT-staffed weekday operations and vendor-provided night and weekend operations.

### **Qualifications**

- Bachelor's degree
- 5 years of demonstrated competency in 1) transportation or traffic management center operations; (2) security surveillance work; (3) any emergency response work, including but not limited to, law enforcement, fire suppression, highway response, emergency medical, or emergency dispatch work; or (4) technical traffic studies, including but not limited to, traffic data collection or traffic analysis work. One of the five years must be supervisory.

### **OR**

- Associate degree
- 7 years of demonstrated competency in 1) transportation or traffic management center operations; (2) security surveillance work; (3) any emergency response work, including but not limited to, law enforcement, fire suppression, highway response, emergency medical, or emergency dispatch work; or (4) technical traffic studies, including but not limited to, traffic data collection or traffic analysis work. Three of the seven years must be supervisory.

### **OR**

- High school diploma
- 9 years of demonstrated competency in 1) transportation or traffic management center operations; (2) security surveillance work; (3) any emergency response work, including but not limited to, law enforcement, fire suppression, highway response, emergency medical, or emergency dispatch work; or (4) technical traffic studies, including but not limited to, traffic data collection or traffic analysis work. Five of the nine years must be supervisory.

### **Ideal Candidate**

The Region TMC Team Lead is the ultimate traffic conductor within their Region, serving a crucial role in traffic management. They are graceful under pressure and feel at home in the control room, ensuring congestion is minimized and the roads are safe. The Region TMC Team Lead uses their technical acumen to monitor real-time situations and respond accordingly. The Region TMC Team Lead understands the skills of a myriad of resources, from their team to local first responders to available technology. They use their knowledge and experience to ensure speedy response and mitigation and as input into strategic planning to prevent roadway issues from ever becoming a reality.