

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Permit Operations Supervisor

Region Traffic Operations – Traffic Operations and Permitting Section
\$75,420 annually

Job Overview

The Permit Operations Supervisor will lead, mentor, and train the Permit Operations Team through empowerment, communication, and delegated authority. This position will oversee the management of access to TDOT's State Highway System through Highway Commercial Entrance permits, including grading, commercial driveways, and work on State ROW; Highway Beautification Permits; Field Construction Entrance Permits; Vegetation Control Permits; Utility Permits and Agreements; Outdoor Advertising Permits; Junkyard Permits; License Agreements; Lane Closure Permits, Decorative Fencing Agreements, Landscaping Agreements; Cutting and Bailing Hay Permits, and Monitoring Wells, and Railroad Maintenance. The Permit Operations Supervisor will develop Work Plans that align with the Department's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Permit Operations Team to be successful.

This position will implement TDOT policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Permit Operations Team in addressing ever-evolving permitting practices and the increasing demand for quality, efficiency, and compliance. The Permit Operations Supervisor will supervise technical staff and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Supervisor will provide administrative functions and support to the Region Permit Operations Team by overseeing the review and approval of permit applications, approval issuance, regulation and technical guidance alignment, compliance, and record keeping.

Essential Job Responsibilities

Manage resources and staff utilization by examining workflow data and assisting in the development and implementation of comprehensive strategies that increase the effectiveness of each team member and the permitting workflow. Provide a comprehensive approach to resolving complex permitting concerns. Emphasize and facilitate effective coordination by defining roles and responsibilities that ensure alignment with the Department's vision for the Permitting Team and efficient resolution to concerns. Provide sign off on permit approvals as a signature authority delegate.

Ensure the successful integration of Quality Management into all permit reviews, workflows, coordination activities, and deliverables. Verify permitted activities comply with TDOT Chapter 1680-10-01 Constructing Driveway Entrances on State Highway Rights-of-Way, TDOT Chapter 1680-6-1 Rules and Regulations for Accommodating

Utilities Within Highway Rights-Of-Way, TDOT Chapter 1680-06-03 Control of Outdoor Advertising, TDOT Chapter 1680-02-04 Rules and Regulations for Junkyard Control, Tennessee Code Annotated 54-20-101 et. seq, and all applicable TDOT guidelines and procedures. Ensure permitting requests are coordinated across all applicable disciplines prior to the issuance of a permit to minimize risk and ensure a consistent application of standards. Conduct audits and inspections to ensure the occurrence of critical coordination meetings, including traffic methodology and pre-application meetings. Verify adherence to permit conditions and regulatory requirements. Routinely collaborate with Region Quality Teams regarding acquired knowledge.

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

Assist Region Traffic Design and Project Teams as part of a matrix organization in developing the project vision with respect to the management of access to the Department's transportation system; defining critical goals and intended outcomes for the scope, schedule, budget, and quality related to permitting considerations and impacts to site development requirements by local jurisdictions; and proactively assessing risk factors related to ongoing and/or future development opportunities within the project limits. Ensure the Permit Operations Team is verifying permits are not located within an active TDOT project.

Lead the Permit Operations Team in providing exceptional customer service to both internal and external customers by ensuring the Region Permit Operations Team understands the multidisciplinary relationships within TDOT and proactively coordinates with applicable disciplines; exercising effective listening skills; providing prompt responses; maintaining complete and accurate documentation; and communicating effectively. Actively coordinate with local permitting jurisdictions to ensure the permittee is receiving consistent direction and to ensure both TDOT and local municipality concerns are addressed cooperatively. Coordinate with railroad consultants for road closures due to railroad maintenance, identify alternate routes, inform emergency services, and provide media information to minimize disruptions and ensure public safety. Ensure all reviews and approvals of submitted applications, permit issuance and renewals, site compliance, and correspondence are conducted efficiently and accurately.

Remain current on relevant local, state, and federal regulations. Implement national best practices and provide instruction and mentoring on permitting best practices to TDOT employees, permittees, utility companies, and local municipalities. Provide technical assistance and guidance to the Region, including Utilities, ROW, Construction, and Maintenance. Assist local governments with state and federal aid projects for areas related to permitting resources. Provide recommendations for policy and/or process changes based on acquired knowledge, state and regulatory requirements, data analysis, and stakeholder feedback.

Implement a tracking mechanism, in coordination with TDOT IT, that allows for the use of software components intended to provide opportunities to leverage the value of data by monitoring ongoing permits and activities to track trends and generate standardized reports as a tool in determining the Region's progress in accomplishing the metrics established for the Region Permit Operations Team. Implement technological solutions such as process automation and a GIS database to improve accuracy, processing time, and data storage and retrieval needs.

Ensure Region permitting deliverables are consistent, predictable, and repeatable to provide consistently high levels of achievement, efficient performance tracking, and an established track record of success.

Qualifications

- High school diploma
- 5 years of demonstrated competency in office administration and data management, with a preferred emphasis in permitting /transportation related regulatory, or field site compliance.

Ideal Candidate

The Permit Operations Supervisor plays a crucial role that combines a range of qualities to ensure the successful execution of projects. They are exceptional problem solvers and have a knack for identifying issues, analyzing root causes, and devising practical solutions to keep their team on track. The Permit Operations Supervisor collaborates effectively with various stakeholders and creates an environment where open communication and teamwork thrive, ensuring that everyone's expertise contributes to the project's success. They are results-oriented and focus on setting clear objectives for their team.