

## 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.



### **Permits Technical Coordinator 1**

Region Traffic Operations – Traffic Operations and Permitting Section  
\$61,428 annually

#### **Job Overview**

The Permits Technical Coordinator 1 supports the Region and Asset Management by extending the life of TDOT's roadways, increasing public safety, and reducing traffic congestion through the effective management of permitting requests from external stakeholders that are located outside of the limits of roadway curb lines and/or pavement, including access points in rural areas, utility installations, outdoor advertising, and junkyards. This position coordinates with Project Teams and local municipalities to collaborate on future roadway improvements and identifies potential permitting challenges that could impact proposed developments seeking access to the State Highway System.

The Permits Technical Coordinator 1 ensures TDOT permitting policies, procedures, and technical guidance are incorporated into the review, issuance, and record-keeping of permitting activities. This position must effectively articulate permitting concepts through mentoring and collaborating as part of a matrix organization.

#### **Essential Job Responsibilities**

Support both Region Preconstruction and Operations by safeguarding accessibility to the State Highway System through the review of applicable permitting responsibilities. Ensure all proposed improvements, including those improvements adjacent to TDOT's right of way, will have no negative impacts on the safety and/or maintenance of the State Highway System.

Collaborate with Project Teams in identifying permitting efforts within project limits. Coordinate with Region Maintenance to determine those locations for which existing maintenance concerns could impact permitting applications, including flood-prone areas. Coordinate with TDOT technical disciplines, including Region Hydraulics, HQ Hydraulics, when applicable, and Region Right of Way. Participate in coordination with local municipalities to harmonize TDOT requirements with applicable land development codes, including methodologies used in developing traffic studies and multi-modal accommodations. Coordinate with Region Transportation Management Centers (TMCs) for lane closures and input accurate information into SWIFT.

Integrate Quality Management into all deliverables to ensure the permitting process and permit reviews 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. Assist with performing quality assurance to ensure permits requesting access to the State Highway System is designated, located, and constructed in compliance with TDOT standards. Routinely collaborate with Region Quality Teams regarding acquired knowledge.

Assist in conducting site inspections to verify compliance with permit conditions and collaborate with District Maintenance, when applicable. Identify all items that appear to violate permit conditions and/or TDOT standards, including environmental concerns related to stormwater pollution and prevention. Ensure ADA accommodations are made throughout all phases of construction for those areas within TDOT's right of way. Document non-compliance issues and coordinate those concerns with the Permits Supervisor. Manage contracts as part of participating in developing solutions and ensure resolution is achieved. Issue warnings and coordinate with TDOT Legal regarding encroachment letters. Assist in mailing out letters to owners, when necessary.

Resolve permitting questions and/or discrepancies that may occur with proposed improvements either within or adjacent to the State Highway System. Ensure all comments are in alignment with applicable TDOT standards and specifications in lieu of preference to minimize variability in the permitting process statewide.

Assist with maintaining accurate and organized files, records, and documentation related to permitting activities. Utilize software systems for permit processing, data management, and communication. Use online application processes and other automation tools/software to improve accuracy, processing time, and data storage and retrieval needs. Assist with processing reports related to permit activities, compliance issues, and other relevant metrics for department management. Assist in identifying trends or areas for improvement in the permit process.

Remain current on permitting best practices, applicable information technology solutions, and changes to local development codes. Maintain a permitting process that is transparent, predictable, and efficient to provide for streamlined workflows that ensure alignment with TDOT requirements and a reduction in turnaround times for permit application reviews and permit issuance. Assist in ensuring applicable procedures are modified to align with current access management rules.

Provide exceptional customer service to internal and external permitting stakeholders by facilitating the sharing of acquired knowledge, improving the effectiveness of existing workflows, and providing organized and accessible information with permittees, local municipalities, utility companies, and Project Teams. Exercise effective listening skills and communicate effectively. Provide input related to possible policy changes based on field observations, data analysis, and stakeholder feedback.

### **Qualifications**

- Associate's or bachelor's degree
- 3 years of demonstrated competency in engineering principles, road design, construction, utilities, project management, traffic operations, or related technical discipline.

### **OR**

- Education equivalent to graduation from high school
- 5 years of demonstrated competency in engineering principles, road design, construction, utilities, project management, traffic operations, or related technical discipline.

### **Ideal Candidate**

The Permits Technical Coordinator 1 possesses diverse abilities that support program-wide permitting and approval activities. Their grasp of the permitting process allows them to efficiently assist with managing large files with precision and organization. The Permits Technical Coordinator 1 is a true team player at heart. They thrive in collaborative settings, where they leverage their expertise and prioritize teamwork and cooperation to ensure project success. Their strong communication skills enable them to convey technical information clearly to both their team and stakeholders.