

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.



Highway Response Team Lead

Region Operations/Traffic Operations – Highway Response
\$102,408 annual

Job Overview

The Region Highway Response Team Lead will supervise, lead, mentor, and train the Highway Response Team through empowerment, communication, and delegated authority. This position will develop and implement work plans that align with the Highway Response Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while providing the resources needed for the Highway Response Team to be successful. This position serves as the TDOT regional lead for the Rural HELP 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 Highway Response team in managing roadways to ensure the safety of the traveling public. The Region Highway Response Team Lead will collaborate and coordinate with headquarters. The Region Highway Response Team Lead will supervise technical staff and implement performance plans, manage schedules for daily shifts as well as after hours and special events, and budgets, ensuring expected outcomes, performance, and accountability of each team member. This position is responsible for minimizing traffic congestion, promoting safe and timely movement of people and products, assisting motorists in distress, and improving the travel environment with the HELP program and incident management for major events and non-recurring congestion. This includes serving as the Regional Lead for the Rural HELP program, providing oversight of contracted service patrol operations, ensuring compliance with contract performance requirements, and acting as the primary liaison between the Region and Traffic Operations Headquarters for all Rural HELP contract matters. The Region Highway Response Team Lead will also research national best-practices to drive innovation and efficiency within each technical unit as part of the TMC team.

Essential Job Responsibilities

Manages 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, and other TDOT

divisions.

Oversee regional verification of contracted Rural HELP staff hiring, credentialing, training certifications, training records and clearance requirements; track compliance status; and proactively coordinate with the contractor and Headquarters to resolve deficiencies.

This position is responsible for direct supervision of assigned TDOT Highway Response staff and lead regional oversight of the Rural HELP performance-based contract by monitoring required performance metrics, TIM Meetings, TIM Coordinators validating service levels using TMC data and reports, identifying non-compliance, and coordinating with Traffic Operations Headquarters to support application of liquidated damages, retentions, and corrective actions as defined in the contract.

Establish and ensure that there is a direct relationship between quality and work outcomes by implementing standards that are developed at headquarters for the Highway Response 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, 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 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 highway response & incident management programs ; ensuring materials are available for emergency response, traffic cones, traffic control signs, emergency work lights, 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 highway response program in coordination with the Traffic Operations Division's Freeway Operations Office; support Project Management staff by contributing to the writing of highway response and incident management related manuals, guides, and plans; and proactively assess risk factors to reduce response related traffic congestion and improve safety.

Lead the Highway Response 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 polices; disseminate information pertaining to highway response through appropriate channels to other divisions and agencies.

Remain current on national best practices for highway response operations and on revisions to TDOT's standards, specifications, guidelines, and standard operating procedures as they relate and impact highway response operations. Manages oversight of the HELP fleet and monitors vehicle up time. Coordinates with HQ for long term forecasting and replacement of fleet.

Monitor and track highway response performance using the established statewide tracking mechanism to ensure the scope, schedule, budget, and quality of all highway response related activities support the delivery of the Department's Work Program while also ensuring compliance with Federal and State rules and regulations.

Serve as the official regional point of contact for the Rural HELP contract, responding to Traffic Operations Headquarters inquiries, coordinating regional input on contract compliance, performance issues, incident impacts, and operational questions, and ensuring consistent communication between the Region and Headquarters.

Provide oversight of the development and completion of highway response 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.

Qualifications

- Bachelor's degree
- 5 years of demonstrated competency in (1) any emergency response work, which may include fire suppression, emergency management or safety service patrol; (2) medical services; (3) any protective services work in law enforcement, fire safety inspection, arson investigation, correctional institutions, or security; (4) customer service; (5) highway or bridge maintenance and/or construction; (6) driving motor vehicles for a business establishment or government agency; or (7) automotive or diesel maintenance and/or repair. One of the five years must be supervisory.

OR

- Associate degree
- 7 years of demonstrated competency in (1) any emergency response work, which may include fire suppression, emergency management or safety service patrol; (2) medical services; (3) any protective services work in law enforcement, fire safety inspection, arson investigation, correctional institutions, or security; (4) customer service; (5) highway or bridge maintenance and/or construction; (6) driving motor vehicles for a business establishment or government agency; or (7) automotive or diesel maintenance and/or repair. Three of the seven years must be supervisory.

OR

- High school diploma
- 9 years of demonstrated competency in (1) any emergency response work, which may include fire suppression, emergency management or safety service patrol; (2) medical services; (3) any protective services work in law enforcement, fire safety inspection, arson investigation, correctional institutions, or security; (4) customer service; (5) highway or bridge maintenance and/or construction; (6) driving motor vehicles for a business establishment or government agency; or (7) automotive or diesel maintenance and/or repair. Five of the nine years must be supervisory.

Ideal Candidate

The Region Highway Response Team Lead is someone the Region and the traveling public rely on. This position is the incident commander for the region. They swiftly evaluate highway incidents, respond quickly, providing early evaluation and continual updates until they are resolved. They are master communicators and can provide detailed technical information in a manner that is easily understood and acted upon. The Region Highway Response Team Lead can quickly turn their observations into actions to mitigate high-risk activities as quickly as possible while ensuring the safety of those they serve. They are passionate about safety and work collaboratively in a high-risk environment, doing everything in their power to ensure everyone goes home.