

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 Shift Supervisor Region Traffic Operations – HELP \$75,420 annually

Job Overview

The Highway Response Shift Supervisor will supervise, lead, mentor, and train HELP personnel through empowerment, communication, and delegated authority. This position will implement work plans, schedules, and procedures that align with the HELP Section's strategic vision while ensuring appropriate staffing, resources, and operational coverage for the assigned shift.

This position will coordinate with the Highway Response Team Lead and Headquarters to implement department policies, technical guidance, procedures, and manuals related to Traffic Incident Management and Highway Response operations. The Highway Response Supervisor will direct field activities, assign and monitor response resources, coordinate with the TMC and emergency responders such as THP, TEMA, Law Enforcement, Fire, etc., and ensure safe, timely, professional, and well-documented assistance to the traveling public.

Essential Job Responsibilities

Provide oversight of Highway Response operations during traffic incidents, severe weather, roadway hazards, vehicle breakdowns, debris events, special events, and other emergencies. Assist Highway Response personnel with incident verification, response coordination, incident clearance, and the implementation of approved response plans. Provide coverage during staff shortages to include absences, lunch breaks, and special assignments. Will respond on call at the discretion of regional leadership to major incidents in the region.

Develop employee capability and performance through mentoring, scenario-based exercises, training, and timely feedback. Establish performance factors that promote consistent, predictable, and repeatable results, mitigate risk, sustain high performance, and support succession planning in coordination with the Highway Response Team Lead.

Provide oversight of required shift training, coordinate completion of training for assigned personnel, and maintain complete and accurate training records in accordance with departmental requirements. Arrange training through appropriate internal or external resources and coordinate training opportunities for outside partners as needed.

Oversee Highway Response performance by reviewing response, clearance, quick-clearance, and field activities with the Highway Response Team Lead. Participate in after-action reviews for major, prolonged, or unusual incidents; document lessons

learned; and recommend corrective actions that improve safety, response, roadway clearance, and the safe movement of traffic.

Maintain situational awareness of regional traffic, weather, safety, construction, special-event, and incident conditions. Communicate timely and accurate information to internal and external customers, including TMC personnel, Headquarters, maintenance and construction staff, emergency responders, law enforcement, and local agencies. Coordinate resources, lane closures, detours, and incident response in accordance with departmental standards and protocols to expedite incident response and roadway clearance.

Ensure Highway Response personnel use safe roadside practices, appropriate traffic control, warning devices, lighting, personal protective equipment, and vehicle-positioning procedures. Recognize and address hazards that may create secondary crashes or expose responders or motorists to unnecessary risk. Lead and participate in safety meetings, Traffic Incident Management meetings, after-action reviews, and other activities that promote consistent application of safety procedures and standards.

Manage the readiness, operation, and maintenance reporting of Highway Response vehicles, traffic-control devices, emergency work lights, radios, personal protective equipment, tools, supplies, and other assigned resources. Conduct inspections and spot checks, report deficiencies, submit service requests, monitor equipment, and coordinate preventive maintenance and repairs with the Highway Response Team Lead and Garage. The supervisor will work closely with the Team Lead to document and track the acquisition and disposal of all tagged assets.

Provide professional, courteous, and timely assistance to motorists during vehicle breakdowns and other roadside emergencies. Maintain shift and team readiness for severe weather, major incidents, and other emergencies by communicating response procedures, coordinating backup resources, and supporting continuity-of-operations requirements. Ensure personnel communicate effectively with the public, document services provided, and coordinate additional assistance when conditions exceed Highway Response capabilities.

Qualifications

- High school diploma or equivalent
- 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

Ideal Candidate

The Highway Response Shift Supervisor is a dependable field leader who remains calm, decisive, and safety-focused in high-risk and rapidly changing conditions. The ideal candidate combines technical knowledge of Traffic Incident Management, roadside safety, temporary traffic control, vehicle and equipment readiness, and emergency coordination with the ability to lead, mentor, and develop staff. This position uses sound judgment to deploy resources, protect responders and the traveling public, communicate clearly with partners and motorists, document results, and improve the consistency and reliability of Highway Response operations.

General Work Conditions

Yes / No

- ☐ ☒ Is this position generally performed in an office environment?
- ☒ ☐ Will work for this position be frequently performed in a field environment and may sometimes require working in inclement weather, working in a construction site, being exposed to heavy construction equipment, and doing extensive walking?
- ☒ ☐ Is this position a combination of office and field environment?
- ☐ ☒ Is an alternative work schedule including work from home eligible for this position? If yes, how many days will it be work from home and how many days in office?
-Days from home: Choose an item.
-Days from office: Choose an item.
- ☒ ☐ Is this position required to work under exposure to inclement weather and environmental conditions?
- ☒ ☐ Will this position require travel including overnight?