

## 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 Shift Supervisor**

Region Traffic Operations – TMC

\$75,420 annually

#### **Job Overview**

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

This position will coordinate with the TMC Team Lead and Headquarters to implement department policies, technical guidance, procedures, and manuals related to traffic management center operations. The Region TMC Shift Supervisor will direct shift activities, coordinate incident response, monitor traffic conditions and ITS equipment, and communicate with partner agencies and emergency responders such as THP, TEMA, Law Enforcement, Fire, etc. to support the safe and efficient movement of people and traffic.

#### **Essential Job Responsibilities**

Provide oversight of shift operations during traffic incidents, including leading TMC Technicians with incident verification, response coordination and incident clearance. Provide coverage during staff shortages to include absences, lunch breaks, and special assignments. Lead with coordination and response to special events. Ensure that all pertinent ITS devices are deployed.

Develop performance factors and employee capability through mentoring, training, scenario-based exercises, and providing timely feedback to ensure consistent, predictable, and repeatable results, mitigate risk, sustain high performance, and support succession planning in coordination with the TMC Team Lead.

Oversee shift performance by reviewing incident response, closure, and traffic-management activities with the TMC Team Lead. Participate in after-action reviews for major, prolonged, or unusual incidents; document lessons learned; and recommend corrective actions that improve incident detection, response, 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 and HELP personnel, Headquarters, maintenance and construction staff, emergency responders, law enforcement, and local agencies. This position will be accountable for the performance of the shift including compliance of software usage such as DriveWyze, floodgate messages, and

video analytics. Coordinate resources, lane closures, detours, and incident response in accordance with departmental standards and protocols to expedite incident response and roadway clearance.

Manage the readiness, operation, and maintenance reporting of ITS equipment, radio systems, computer systems, communications equipment, and other TMC resources. Conduct inspections and spot checks, report deficiencies, submit service requests, monitor equipment, and coordinate preventive maintenance and repairs with IT, Headquarters, and maintenance contractors.

Administer and support the operation of related traffic-management systems. Participate in systems discussions and testing, communicate enhancements to staff, collect user feedback, and recommend improvements that increase reliability, efficiency, and consistency among TMC operations. Will participate with ATMS enhancement discussions including representing their shift on the power users' group.

Maintain shift and team readiness for emergencies and continuity-of-operations requirements. Communicate evacuation plans, rally points, alternate work-site procedures, backup-system procedures, and cross-region support expectations. Lead assigned personnel during an emergency and coordinate communications through text and phone calls to provide real time detailed information regarding lane status and incident updates to TDOT leadership.

### **Qualifications**

- High school diploma or equivalent
- 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.

### **Ideal Candidate**

The Region TMC Shift Supervisor is a dependable operational leader who remains calm and decisive in high-pressure situations. The ideal candidate combines technical knowledge of traffic management and systems, incident response, and interagency communications with the ability to lead, mentor, and develop staff. This position uses sound judgment to prioritize resources, protect the traveling public, communicate clearly, document results, and improve the consistency and reliability of TMC 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?