

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.



Strategic Planning Specialist

Strategic Planning Division

Nashville, TN

\$47,496 - \$55,404 annually

Job Overview

The Tennessee Department of Transportation is currently seeking a motivated, enthusiastic professional to join the Strategic Planning Division (SPD). SPD assists in advancing TDOT's commitment to excellence by providing organizational, strategic, and business planning improvement support services to TDOT staff.

The Strategic Planning Specialist will support the departmental knowledge management initiative by overseeing the routine review of standard operating procedures and policies, working with division directors on process improvement, and the development of a departmental repository for housing knowledge documents. In this role, the individual will also be responsible for identifying and mitigating gaps in policies and procedures on an ongoing basis and will support both TDOT's business planning process and organizational improvement activities.

This position requires customer service orientation, drive for learning and improvement, and a collaborative spirit. The selected candidate should possess critical thinking skills, comfort with independent and group work, the ability to adapt to change and deal effectively with ambiguity.

Essential Job Responsibilities

Knowledge Management

- Assists in the maintenance, implementation, and improvement of the TDOT knowledge management program with primary responsibilities in process documentation and organization of existing knowledge for ease of access.
- Utilizes documented knowledge to support standardized processes and documents best practices through development and deployment of new SOPs.
- Collaborates with other TDOT staff to develop a knowledge repository which allows staff and external partners to easily find policies, processes, procedures, and other knowledge or information.
- Maintains the knowledge repository to ensure accuracy, organization, and usability.
- Interacts with other state DOTs to share best practices.

Policy Development and Tracking

- Continuously reviews departmental policies.

- Reports policy gaps to the Policy Review Committee and works with committee members to prioritize policy development and revisions.
- Works with policy owners to draft new policies and update existing policies.
- Acts as the department's subject matter expert in policy language and drafting policies.
- Participates in Policy Review Committee activities. May be responsible for gathering policy related feedback and tracking policy review requirements.
- Assists with ensuring policies are communicated and understood by impacted TDOT staff through development and deployment of policy-related training and other communication materials. May act as the departmental point of contact for policy-related questions.
- Supports process improvement by utilizing policies to identify potential efficiencies or resolve areas of conflict.

Strategic Planning

- Participates in the development and performance monitoring of the Department's 4-year strategic plan and annual operational plan.
- Assists with reviewing other TDOT plans to ensure plan alignment across the department and provide insight on improved coordination and consistency when possible. Maintains an awareness of departmental plan contents and utilizes this information to support strategic and operational planning.

Cross-training and Other Duties

- Acts as an integrated part of the Strategic Planning Division by effectively communicating with other team members, sharing and receiving information and job knowledge to ensure cross-training, assisting with the division's workload as needed, and striving to maintain a harmonious work environment.

Qualifications

Bachelor's degree in public policy, business, library sciences, political science, English, or other related degrees plus 1 year of full-time professional planning work or a Master's degree.

Experience with drafting policy language is preferred.

Proficiency working with Microsoft Office 365 is preferred.

This position will require occasional statewide travel.

This position will also require application to the board of examiners for the Tennessee Center for Performance Excellence.