

## 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 Team Lead**

Strategic Planning, Research, and Innovation Division – Strategic Planning Section  
Nashville, TN  
\$103,848 annually

#### **Job Overview**

The Strategic Planning Team Lead will lead, mentor, and provide strategic planning and performance management expertise to support TDOT in adopting a strategic management approach that focuses on positioning the Department to effectively fulfill its mission, vision, and values. This position collaborates with TDOT executive leadership and divisions to establish the Department's strategic direction to provide a safe and effective transportation system for all users, and support investments and resource decision-making. The Strategic Planning Team Lead must effectively communicate strategic planning and performance management concepts through training, mentoring, and collaboration as part of a matrix organization.

The Strategic Planning Team Lead will lead the development and implementation of department plans, policies, discipline-specific technical guidance, procedures, and manuals related to organizational planning and performance management. This position will ensure the implementation of a quality assurance program to achieve program efficiency and effectiveness. The Strategic Planning Team Lead will supervise technical staff and implement performance plans, schedules, and budgets, ensuring the expected outcomes, performance, and accountability of each team member. The Strategic Planning Team Lead will research national best practices to drive planning and performance within TDOT.

#### **Essential Job Responsibilities:**

Lead the strategic planning process in coordination with TDOT executive leadership to develop the draft 4-year strategic plan which includes TDOT's strategic goals, objectives, and action steps that are aligned with the Governor's Operational Priorities and submit the draft plan to the Department of Finance and Administration Office of Customer Focused Government (CFG) for review, modification, and approval. Ensure alignment of strategic goals, objectives, and action steps with TDOT's annual CFG operational plan, and work with TDOT executive leadership to ensure such goals and priorities are aligned with staff's annual individual performance plans (IPPs) to advance the mission, vision, and values of the Department. Communicate and promote TDOT's strategic direction to ensure every employee is aware of TDOT's mission, vision, values, objectives, progress, and how they can support the achievement of organizational goals.

Monitor and evaluate, with TDOT executive leadership, Key Performance Indicators (KPI) and milestones of TDOT's Strategic Plan and annual CFG operational plan;

facilitate the identification and implementation of actions to meet the KPI target and milestones; and report quarterly to the CFG Office on such progress.

Oversee Transportation Performance Management (TPM) target setting and reporting for TDOT including analyzing transportation system information in collaboration with other TDOT Divisions and the State's Metropolitan Planning Organizations to establish TPM targets; develop and submit TPM reports to FHWA.

Assist with the management of policy level direction for the Strategic Planning section as part of a matrix structure, creating policies, procedures, guidelines, and performance metrics that support adherence to federal and state requirements, incorporate best practices, and improve strategic planning and organizational performance measurement processes.

Lead the identification, implementation, monitoring, and evaluation of program and project delivery process improvements and other business practices; manage TDOT's mission, vision, and values communication strategy to promote awareness of the Department's mission, vision, and values; and coordinate efforts to advance Knowledge Management practices within TDOT based on research and best practices.

Manage resources and staff utilization and assist the Strategic Planning team in performing their roles effectively and efficiently, optimizing the Team's ability to successfully administer TDOT's strategic planning and organizational performance processes to ensure achievement of departmental objectives.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing quality control and quality assurance processes for the Strategic Planning team with respect to planning, developing, reviewing, monitoring and communicating strategic planning activities.

Ensure the Strategic Planning team remains current and engaged on revisions to the federal Transportation Performance Management requirements, the Customer Focused Government (CFG) performance requirements, the TDOT strategic planning process, and all associated TDOT metrics. Continuously improve Strategic Planning team processes based on feedback provided by TDOT's internal and external stakeholders.

Lead the Strategic Planning team in providing exceptional customer service to internal and external customers, exercise effective listening skills, assist in the implementation of policies and procedures related to strategic planning and performance management, provide prompt responses, maintain complete and accurate documentation, and communicate effectively.

Provide oversight in the development of Strategic Planning team deliverables to ensure they are consistent, predictable, and repeatable to provide 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 strategic planning or public administration, business administration, transportation planning or engineering, public policy, organizational development, economics or finance, mathematics or statistics, continuous improvement, project management or a related field.

### **Ideal Candidate**

The Strategic Planning Team Lead possesses a strong combination of technical expertise, analytical skills, and effective communication abilities. They not only possess technical capabilities but also have a truly visionary approach to using data-driven insights to shape future transportation systems. They possess a collaborative spirit and can work effectively within a matrix organization, always willing to continuously update their knowledge as technology and data analytics advance. With exceptional leadership and interpersonal skills, they effectively manage and inspire a diverse team, fostering collaboration and excellence. Excellent communication skills enable them to engage effectively with various stakeholders to ensure alignment and achievement of organizational objectives. The Strategic Planning Team Lead is a strategic thinker ensuring TDOT is positioned to meet the transportation needs of the future.