

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.



Production Support Program Team Lead
Traffic Design Division – Production Support Section
Nashville, TN
\$103,848 annually

Job Overview

The Production Support Program Team Lead will lead, mentor, and train the Production Support Program Team through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the Production Support Section's strategic vision and the Strategic Highway Safety Plan to effectively delegate authority and responsibility while ensuring the availability of resources for the Production Support Program Team to be successful. The Team Lead will coordinate efforts with the Regions and Production Support Program stakeholders to identify, plan, design, deploy, and maintain the appropriate traffic program planning needs. This position will develop and maintain a strategic statewide Production Support Program planning system that is stakeholder-driven, multi-jurisdictional, and multi-disciplinary to enhance safety and mobility needs statewide.

This position will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Traffic Design Division in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Team Lead will recommend changes to traffic plans and programs, and lead efforts related to safety and mobility improvements, maintenance, and operational service level needs. This position will aid in the development and implementation of the Strategic Highway Safety Plan and ensure alignment with the organizational TDOT Strategic Plan to implement projects and programs. This position will supervise technical staff and implement performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. The Production Support Program Team Lead will research national best practices to drive innovation and efficiency within each technical unit of the Production Support Program Section.

Essential Job Responsibilities

Manage resources, staff utilization, and assist Project Managers in the management of external partners together with the Professional Services Division, including training needs, negotiating contracts, reviewing consultant

invoicing, developing contract scopes, managing contract tasks, and completing consultant grading. Collaborate with stakeholders such as the Federal Highway Administration (FHWA), transportation agencies, local governments, law enforcement, transit agencies, and private sector partners to coordinate traffic production program planning needs, address concerns, and promote collaboration in alignment with the department's mission, vision, and values. Provide traffic production design programming needs for the Statewide Long-Range Transportation Plan (SLRP), Statewide Transportation Improvement Program (STIP), Transportation Improvement Program (TIP), and Transportation Asset Management Plan (TAMP). Support justification for TDOT's planning and programming annual Federal traffic production funding needs.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Production Support Program Team and coordinating with the Quality Team Lead to assist with quality control tasks as per the TDOT Quality Assurance Process concerning TDOT's guidance documents, standards, processes, and procedures. Integrate quality management into the Project Delivery Network (PDN) process to reduce plan errors, right-of-way delays, construction delays, and contractor claims; assist Project Teams by providing reviews as part of TDOT's Quality Assurance Program.

Assist in the development of Consultant Acquisition Plans (CAP) and oversight of external partners by serving on selection committees for professional engineering services as part of the Brooks Act. Provide support in the development of the Request for Proposal (RFP) by attending project-specific marketing meetings, determining scoring criteria, participating in project information sessions, serving as a scorer in the consultant acquisition process, and attending de-briefs with consultants.

Participate on Project Teams as part of a matrix organization to develop the project vision for those projects with the highest complexity; define critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager. Support Project Management staff by writing traffic Production Support Program Scope of Work in collaboration with TDOT Design, Construction, Operations, and Maintenance; apply multi-modal context-sensitive design strategies. Assist other units within TDOT to mitigate program planning, design, constructability, and maintenance concerns as part of the Functional Design Plans development per the PDN; proactively assess risk factors; oversight and review of the Traffic Management Plans (TMPs); and Project Teams associated with Alternative Delivery Contracts. Forecast the cause and effect of implementing Alternative Technical Concepts (ATCs) related to the RFPs, project programming cost, and construction timing.

Lead the Production Support Program Team in providing exceptional customer service to internal and external customers by exercising effective listening skills, providing prompt responses and technical expertise, maintaining complete and accurate documentation, justification of prioritization, and communicating effectively. Take a multi-modal approach to all Production Support Program planning and design concepts and initiatives, including highways, arterials, transit, vulnerable road users, freight, aeronautics, and rail.

Guide the development and implementation of revisions to specifications, standards, policies, procedures, and guidelines related to traffic production planning, programming, and design needs to ensure statewide consistency. Perform investigations and research of traffic management components for complex projects having the highest degree of risk. Collaborate and assist with the review of complex technical studies and analyses to identify traffic management needs, opportunities, priorities, and appropriate remedies. Remain cognizant of federal and state legislation that may impact the development and implementation of production program initiatives. Drive innovation to generate safer transportation facilities through collaborative priority driven project programming

needs. Assist with the review of department guidelines and project deployments ensuring the integration of statutory and regulatory requirements into all production program elements and tasks.

Remain current on national best practices related to TDOT Safety guidelines, American Association of State Highway and Transportation Officials (AASHTO), FHWA, local and state officials, Intelligent Transportation Systems (ITS) America, Transportation Research Board (TRB) National Cooperative Highway Research Program (NCHRP), National Operations Center of Excellence (NOCOE) and other applicable Department standards and procedures. Represent the department on traffic production programming initiatives, committees, conferences, and meetings. Incorporate research, evaluations, and implementation of emerging technologies into project programming that improve traffic safety and travel reliability. Evaluate and implement innovative production support program planning design trends, including alternative project program delivery methodologies, advancements with connected and automated vehicles, managed and choice lanes, complete streets, mobility-as-a-service (MaaS), mobility-on-demand (MOD), artificial intelligence, and drone technology as potential applications for safety and work zone project and programming needs.

Provide oversight in the development of Production Support Program planning, project scoping, and design deliverables to ensure they are predictable, repeatable, and understood by the end user, providing 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 developing, designing, or managing transportation projects

Ideal Candidate

The Production Support Program Team Lead enhances the operational efficiency of the transportation system through natural collaboration with the Regions and various stakeholders, seeking innovative ideas and solutions. This role requires aligning traffic programming, planning, and design needs. The Production Support Program Team Lead motivates and inspires others, fostering a culture of collaboration and continuous improvement. They are knowledgeable about emerging technology, customer needs and expectations, operational plans and project scoping, and traffic design production programming needs. Quickly adapting to various challenges, this Team Lead is detail-oriented and has communication skills to develop solutions to ensure traffic moves safely and reliably.