

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. TDOT Aeronautics is located near the John C. Tune Airport in Nashville, TN.



Production Support Manager

Traffic Design Division – Production Support Section
Nashville, TN
\$124,800 annually

Job Overview

The Production Support Manager will lead, mentor, and train technical staff through empowerment, communication, and delegated authority. This position will develop work plans that align with the Production Support Section's strategic vision and will effectively delegate authority and responsibility, when applicable, while ensuring the availability of resources for the Production Support Section to be successful.

This position will lead the Production Support Section in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program, and assist in the development of Department policies, technical guidance, procedures, and manuals relating to Production Support. The Production Support Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Production Support Manager in collaboration with the Safety and Work Zone, ITS, Traffic Modeling, and Traffic Services Managers, will research national best practices to drive innovation and efficiency within each technical unit as part of the Production Support Section.

Essential Job Responsibilities

Manage resources and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division, including the negotiation of contracts, review of consultant invoicing, development of contract scopes, management of contract tasks, and documentation of consultant performance and qualifications.

Establish and ensure there is a direct relationship between quality and work outcomes by assisting in the development of standards for the Production Support Section in collaboration with the State Construction Division and assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to the Project Delivery Network (PDN) and non-PDN activities.

Assist in the development of a Consultant Acquisition Plan (CAP) by providing strategic leadership in utilizing consultants for program and project delivery and oversee consultant activities to ensure quality products and services are provided. Serve on selection committees for professional engineering and non-engineering services. 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 as part of the consultant acquisition process, and attending de-briefs with consultants, including those projects for which Alternative Delivery methods are applied.

Manage change, clarify the vision, take ownership of the change, communicate effectively, remain transparent, and hold yourself and others accountable throughout the process.

Assist Project Teams, as part of a matrix organization, in developing the policies, procedures, standards and plans for a safe and effective transportation network; coordinate with TDOT Legal on legal sufficiency of production support; assist TDOT personnel with traffic design, highway entrance permitting and access management issues; lead in the development of the new Managed Lanes Manual and associated policies, procedures, standards, etc.; define production support-related critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager; support Project Management staff by writing the Scope of Work in collaboration with all relevant Traffic Sections, along with other areas of TDOT including but not limited to Roadway, Operations, Maintenance, and Construction; proactively coordinate with other units within TDOT to assess risks, ensure consideration of constructability and discuss operations and maintenance concerns; ensure quality controls are being met; develop solutions based on overall lifecycle costs as part of Functional Design Plans development per the Project Delivery Network (PDN); and forecast the cause and effect of implementing Alternative Technical Concepts (ATCs) related to Alternative Delivery projects.

Lead the Production Support Section in providing exceptional customer service to both internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Remain current on national best practices related to production support within TDOT's Traffic Design Division as it relates to traffic design, highway entrance management, access management and managed lanes development, design, operations, etc.; assist with the development of legislation and regulations that, inspire innovation, and improve mobility for TDOT employees, contractors, and the traveling public; and integrate production support considerations and statutory and regulatory requirements into TDOT's guidance documents, processes, and procedures.

Develop and implement a tracking mechanism that ensures the contractual agreements, scope, schedule, budget, and quality of all production support projects support the delivery of the Department's Work Program while also ensuring compliance with Federal and State traffic design and regulations.

Assist in ensuring the Production Support Section deliverables 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 in Civil Engineering
- Licensed PE
- 8 years of demonstrated competency in a transportation engineering field that includes 2 years of demonstrated competency in supervision