

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.



Permits Team Lead

Traffic Operations Division – TSMO Section, Permits
Nashville, TN
\$103,848 annually

Job Overview

The Permits Team Lead will lead, mentor, and train the Permits Team through empowerment, communication, and delegated authority. This position will develop Work Plans that align with the Permits Section's strategic vision and the TSMO Program Plan to effectively delegate authority and responsibility, while ensuring the availability of resources for the Permits Team to be successful. The Permits Team collaborates with regions, including the Region Quality Teams, Traffic Operations, Traffic Design, Structures, Maintenance, ROW, Utilities, FHWA, Legal, developers, local governments, and industry to manage over-dimensional (oversized) permits. Headquarters (HQ) oversight of these permits enables TDOT to ensure safety, maintain statewide coordination and uniformity, and optimize the condition of transportation infrastructure while facilitating the movement of freight traffic across the state.

This position will implement Department policies, discipline-specific technical guidance, procedures, and manuals to lead and assist the Permits Team in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. This position will supervise technical staff and implement performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Permits Team Lead will research national best practices to drive innovation and efficiency within the Permits Team. This position will develop and maintain a strategic statewide permitting plan that is stakeholder-driven, multi-jurisdictional, and multi-disciplinary to enhance permitting consistency and mitigate liability throughout the state.

Essential Job Responsibilities

Manage financial performance, resources, and staff utilization and assist Project Managers in the management of external partners together with the Professional Services Division, including determining training needs, negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completing consultant grading.

Establish and ensure there is a direct relationship between quality and work outcomes by developing and implementing standards for the Permits Team and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to TDOT's guidance documents, standards, processes, and procedures. Integrate quality performance metrics, and records management into permitting workflows to drive accountability, transparency, and continuous improvement.

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 as part of the consultant acquisition process, and attending de-briefs with consultants.

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

Participate on Project Teams as part of a matrix organization in developing the project vision for those projects having the highest complexity; define critical goals and intended outcomes for the scope, schedule, budget, and quality in coordination with the Project Manager. Work with internal and external stakeholders including Traffic Operations staff, Traffic Design, Regions, and other Department permits managers to understand needs, ensure policy alignment, and shared best practice. Assist other units within TDOT to mitigate operational, constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN), proactively assess risk factors, and assist Project Teams associated with Alternative Delivery Contracts. Forecast the cause and effect of implementing Alternative Technical Concepts related to the RFPs, project cost, and construction timing.

Lead the Permits Team 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.

Guide the development and implementation of revisions of specifications, standards, policies, procedures, and guidelines related to permitting needs. Perform investigations and research permitting components for complex projects having the highest degree of risk. Conduct and/or review complex technical studies/analyses to identify permitting needs, opportunities, priorities, and appropriate remedies. Support and assist with the review and compliance of the TDOT permitting automation on-line process that improves processing time, accuracy, and quality for stakeholders and customers. Implement software systems that meet department permitting automation needs.

Develop and maintain statewide policies, procedures, standards, and specifications for over-dimensional permitting, ensuring safety, consistency, and compliance with regulations. Collaborate with stakeholders such as transportation agencies, local governments, law enforcement, transit agencies, and private sector partners to coordinate permitting concerns, and promote collaboration. Identify skill gaps and develop targeted training programs in coordination with the Technical Training Director to promote best practices and improve permitting competency.

Research, implement, and manage innovative tools, technologies, and automated systems that enhance the efficiency, accuracy, and quality of the permitting process. Remain current on national best practices related to TDOT permitting guidelines and regulations, American Association of State Highway and Transportation Officials (AASHTO), Federal Highway Administration (FHWA), local and state officials, Transportation Research Board (TRB),

National Cooperative Highway Research Program (NCHRP), and other applicable Department standards and procedures.

Provide oversight in the development of permit deliverables to ensure they are predictable and repeatable, providing consistently high levels of achievement, mitigation of risk, and an established track record of success.

Qualifications

- Bachelor's degree in traffic engineering, civil engineering, transportation engineering, or related field.
- 5 years of demonstrated competency in transportation engineering, ITS Deployment, or related field.

Ideal Candidate

The Permits Team Lead plays a crucial role in enhancing the efficiency of the transportation system. They excel in collaboration, working closely with regional teams and diverse stakeholders to explore innovative ideas and solutions. It is essential for the Permits Team Lead to ensure that Permits systems and services are operating seamlessly. They stay abreast of emerging technologies, evolving customer needs, and operational plans, while also being well-versed in permitting programs. A natural team player, they inspire and motivate others, fostering a culture of collaboration and continuous improvement. With their detail-oriented approach and strong communication skills, they quickly address various challenges and develop effective solutions to maintain safe and reliable traffic flow.