

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.



Freeway Operations Manager

Traffic Operations Division – Freeway Operations Section
Nashville, TN
\$107,004 annually

Job Overview

The Freeway Operations Manager will lead, mentor, and train the Freeway Operations team through empowerment, communication, and delegated authority. This position will develop work plans that align with the Freeway Operations Section's strategic vision and the Transportation Systems Management and Operations (TSMO) Strategic Plan to effectively delegate authority and responsibility, while ensuring the availability of resources for the Freeway Operations Section to be successful. The Freeway Operations Manager will coordinate efforts with the Regions, Intelligent Transportation Systems (ITS) Deployment, and TSMO Managers to identify and plan the appropriate operations programs and needed training to operate and maintain the transportation systems.

This position will assist in the development of department policies, discipline-specific technical guidance, procedures, and manuals and assist the Freeway Operations Section in producing deliverables and implementing the Quality Assurance Program as part of the Department's Work Program. The Freeway Operations Manager will supervise technical staff and will develop performance plans, schedules, and budgets, ensuring expected outcomes, performance, and accountability of each team member. The Freeway Operations Manager will review complex traffic engineering studies and analyses, safety studies, congestion mitigation studies and other engineering and technical studies/analyses to identify operational needs and provide traffic operations data-driven decisions that improve safety, reduce congestion, and improve reliability. This position will participate in the development and implementation of an ITS Strategic Plan and ensure alignment with the organizational TDOT Strategic Plan, Statewide TIM Strategic Plan, and the TSMO Strategic Plan including the application of emerging technologies. The Freeway Operations Manager will research national best practices to drive innovation and efficiency within each technical unit as part of the Freeway Operations 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 negotiating contracts, reviewing consultant invoicing, developing contract scopes, managing contract tasks, and completion of consultant grading.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Freeway Operations Section and coordinate with the Quality Team Lead in assisting with quality control tasks as per the TDOT Quality Assurance Process with respect to freeway operations elements.

Assist in the development of Consultant Acquisition Plans (CAP) by providing strategic leadership in utilizing consultants for program and project delivery 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), attend project-specific meetings, determining scoring criteria, participating in project information sessions, serving as a scorer as part of the consultant acquisition process, and attending debriefs with consultants.

Develop and provide the required training for internal and consultant staff that ensures consistent, predictable, and repeatable levels of service for both the Highway Response and Traffic Operations Center staff.

Manage change, clarifying the vision, taking ownership of the change, communicating effectively, remaining transparent, and holding yourself and others accountable throughout the process.

Assist 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 related to Freeway Operations project design, support Project Management staff by writing the Freeway Operations Scope of Work in collaboration with TDOT Environment, TDOT Maintenance, and TDOT Construction; applying context-sensitive design strategies; effectively coordinating with other units within TDOT to mitigate constructability and maintenance concerns as part of the Functional Design Plans development per the Project Delivery Network (PDN); proactively assess risk factors; and, for Project Teams associated with Alternative Delivery Contracts, forecast the cause and effect of implementing Alternative Technical Concepts related to the Request for Proposal (RFPs), project cost, and construction timing.

Lead the Freeway Operations 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 operational guidelines, American Association of State Highway and Transportation Officials (AASHTO), Federal Highway Administration (FHWA), local and state officials, ITS America, Transportation Research Board (TRB) National Cooperative Highway Research Program (NCHRP), and other applicable Department standards and procedures; incorporates research, evaluations and implementation of emerging technologies into projects that will improve safety and reliability and reduce congestion; Lead the department committees regarding Freeway Operations issues regarding maintenance and operations services issues. Provide quality traffic reliability operations modeling methodologies, specifications, procedures, policies, and techniques; integrate statutory and regulatory requirements considerations into TDOT's guidance documents, processes, and procedures.

Develop and implement a tracking mechanism in partnership with the TDOT Information Technology Division that ensures the contractual agreements, scope, schedule, budget, and quality of all freeway operations projects support the delivery of the Department's Work Program while also ensuring compliance with Federal and State freeway operations and regulations.

Assist in ensuring the Freeway Operations 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 traffic, civil, transportation engineering or related field
- 8 years of demonstrated competency in a traffic or transportation engineering related field.
- 2 years of demonstrated competency in supervision.

Ideal Candidate

The Freeway Operations Manager is the go-to resource for all things freeway operations. They embody exceptional communication skills and excel in engaging with partners and stakeholders to facilitate Freeway Operations feedback and issue resolution. They have a proactive approach to innovation, constantly seeking new ways to optimize freeway performance and minimize congestion. The Freeway Operations Manager technical expertise allows them to handle technical responses with Legislators, other state and federal agencies, and citizen inquiries. They are a team player who inspires and motivates their team and is committed to continuous improvement.