

## 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.

## Role of the Human Resources Division:

The TDOT Human Resources Division sets the vision and strategic direction for developing TDOT's greatest assets – our people. The Division empowers the organization by ensuring the effectiveness and advancement of individual employees and the organization. The Division develops, implements, and supports policies and procedures that reflect equal opportunity, diversity, and our values and principles. The Division provides organizational planning, workplace operations, technology integration, talent progression, and resource development to create a workplace where people and industry thrive.



## Human Resources Employee Engagement Manager Human Resources Division – Employee Engagement Section Nashville, TN \$100,896 - \$120,000 annually

### Job Overview

The Employee Engagement Manager will lead, mentor, and train the Employee Engagement section through empowerment, communication, and delegated authority. This position will develop work plans that align with the Human Resources Division's strategic vision while effectively delegating, when applicable, and ensuring the availability of sufficient resources for their employees to be successful. This position reports to Headquarters (HQ) Human Resources and the Assistant Chief of Administration and HR Director.

This position will assist in developing policies, training, procedures, manuals, and governance required to implement statewide programs and will develop, manage, and facilitate methodologies, tools, resources, and guidelines for Statewide Human Resources Support, Employee Engagement, Outreach, Innovation and Organizational Change Management, Civility and Culture, and Employee Relations.

The Employee Engagement Manager will supervise technical staff and develop performance plans, schedules, and budgets, ensuring each team member's expected outcomes, performance, and accountability. They will research and implement national best practices that drive innovation and improve performance and efficiency within each unit of the Employee Engagement section.

### Essential Job Responsibilities

Manage resources, staff utilization, and the program to provide Employee Engagement services to TDOT including but not limited to Statewide Human Resources Support, Employee Engagement, Outreach, Innovation and Organizational Change Management, Civility and Culture, and Employee Relations.

Establish and ensure that there is a direct relationship between quality and work outcomes by developing and implementing standards for the Employee Engagement Section Team and coordinate with the Quality Team Lead in assisting with quality control tasks per the TDOT Quality Assurance Process with respect to the statewide human resources support.

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

Lead the Employee Engagement section in providing exceptional customer service to internal and external customers by exercising effective listening skills, providing prompt responses, maintaining complete and accurate documentation, and communicating effectively.

Define and communicate performance goals and measures, implement an employee feedback process, and provide effective performance evaluations that foster a culture of trust. Support effective performance management as part of a strategic approach to creating and sustaining improved performance within the Employee Engagement Section.

Remain current on national best practices and incorporate research, evaluations, and implementation of emerging technologies while developing and implementing technology in partnership with the TDOT Information Technology Division that ensures program success while guaranteeing compliance with Federal and State Human Resources laws, regulations, policies, and standards.

Assist in ensuring the Statewide Human Resources Support, Employee Engagement, Outreach, Innovation and Organizational Change Management, Civility and Culture, and Employee Relations work products and services 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 human resources or related field
- 8 years of demonstrated advanced technical competency in Human Resources that includes at least 2 years of demonstrated competency in supervision. 5 years of experience designing and implementing employee engagement programs.
- Society for Human Resource Management (SHRM) Certified Professional credential preferred.

### **Ideal Candidate**

The Employee Engagement Manager is a "people-first" individual. They are comfortable with iterative ways of working and synthesizing a wide range of information. They have a deep passion for collaborating with individuals throughout the organization and possess the ability to tailor communication based on their audience. They enjoy working directly with employees and leaders and can resolve conflicts and problems quickly. The Employee Engagement Manager provides coaching, support, and clarity to staff and other teams. They are informed, flexible, and strategically aligned to the business. They play a key role in supporting the workforce and ensuring employees are engaged, productive, and gratified, creating a better employee experience.