

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.



Professional Services Senior Technical Specialist

Professional Services Division – Consultant and Contract Services Section
Nashville, TN
\$75,204 annually

Job Overview

The Professional Services Senior Technical Specialist will provide versatility in support of consultant prequalification, invoicing, and performance evaluation activities. This position will assist in safeguarding the consistent and effective statewide administration of rules and procedures related to consultant and contract services. The Professional Services Senior Technical Specialist will objectively evaluate concerns related to prequalification, invoicing, and performance evaluation and implement acquired knowledge to facilitate resolution.

The Professional Services Senior Technical Specialist will work collaboratively with TDOT Finance, TDOT Legal, and TDOT Divisions and Regions to accomplish the consultant and contract services required to successfully deliver the Department's Work Program. This position must effectively articulate consultant and contract services concepts through training, mentoring, and collaborating as part of a matrix organization.

Essential Job Responsibilities

Evaluate consultant prequalification applications, renewals, and modifications for completeness and provide detailed direction to consultants when additional information is required for determining if the minimum work type prequalification requirements have been met. Interpret requirements to address complex concerns, when applicable.

Coordinate with TDOT Finance regarding their review of consultant prequalification applications with respect to administrative requirements, including the evaluation of consultant overhead rates.

Maintain the prequalification consultant database, including coordination with ROW prequalified consultants. Generate qualification and renewal letters. Prepare denial letters after coordinating with TDOT Legal and Finance.

Coordinate with the TDOT Technical Training Director and assist in the development and delivery of training and guidance that addresses prequalification requirements, consultant invoicing, performance evaluations, acquired knowledge, roles and responsibilities of evaluators, and emerging technologies, for the purpose of improving team performance, creating a stronger understanding of the consultant

and contract services processes, inspiring new ideas, and developing skills. Provide mentoring to TDOT staff, consultants, and local agencies with respect to consultant and contract services.

Coordinate with the Professional Services Section of Professional Services on consultant procurement, scoring, and contract execution.

Provide 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. Foster professional relationships with the Divisions and the Regions to promote accountability and consistency, further partnering relationships, and minimize impacts to program stability.

Coordinate consultant invoices with Contract Managers to ensure invoices are formatted consistently, reviewed within the timeframe allotted to meet the Section's performance metrics, and coordinated for any concerns or questions. Create a transmittal document for TDOT Finance to indicate that an invoice has been reviewed and is approved for payment.

Conduct contract closeouts by monitoring contract terms for Professional Services contracts and coordinate the required contract actions.

Lead Quality Audits and ensure all deliverables are accomplished in alignment with the Consultant and Contract Services Quality Management Program for the purpose of reducing errors, ensuring consistently high levels of quality and achievement, mitigating risk to the Department, and establishing a track record of success. Integrate all deliverables into the Consultant and Contract Services Section's applicable tracking mechanism that ensures all applicable workflow items are addressed within the performance metrics established for the Consultant and Contract Service's Section. Implement records retention policies in compliance with the Records Disposition Authorization (RDA) requirements.

Remain current on revisions to all applicable federal and state regulations and guidelines applicable to contract and consultant services. Provide interpretations for both new and existing policies and procedures related to consultant prequalification, invoicing, and performance evaluations.

Perform the lead coordination role on consultant mergers, acquisitions, and name changes. Determine the list of active contracts to be impacted by the merger in preparation of Assignment Agreements, including verification that consultant firms have transferred all professional licensure, professional liability insurance, registration requirements for interim/projected rates and provided signatures, effective dates, and all formal documentation.

Facilitate consultant performance evaluations to ensure that both the consultant and TDOT contract managers are aware of the expectations and work performance standards associated with each consultant. Ensure those provisions established for consultant performance evaluations are being carried out, including mandatory feedback to consultants by the contract managers, monitoring consultant grades to determine if thresholds have been reached for which a firm would be placed on suspension from pursuing TDOT projects, implementing requirements for consultants to be re-instated, managing the process for use by consultants wanting to refute scores, and terminating contracts with consultants who are performing below the pre-established threshold.

Qualifications

- Bachelor's degree in engineering, business, or related field
- 3 years of demonstrated competency in the procurement and/or administration of transportation engineering contracts.

OR

- Master's degree in engineering, business, or related field
- 2 years of demonstrated competency in the procurement and/or administration of transportation engineering contracts.

Ideal Candidate

The Professional Services Technical Specialist is an essential member of the TDOT team. They are a well-rounded individual with highly technical and personal skills. They are natural problem solvers, and their knowledge of contract-related activities makes them a go-to resource for the team. They possess exceptional attention to detail and are well-versed in all the resources available to achieve the desired outcomes. They actively collaborate with others, leveraging their contractual knowledge and experience to problem-solve and drive progress. The Professional Services Senior Technical Specialist excels in communication with TDOT Divisions.

Application Instructions

Applications must be submitted online in order to be considered for the position. Please submit one application for considerations. Interested applicants should apply online at:

- <https://www.tn.gov/tdot/human-resources-home/tdot-careers.html>