



Classification Specification Title: Transportation Operations Manager

Department	Public Works	Grade: GS.13
Supervision Received	Deputy Director Citywide Services	FLSA Status: Exempt
Supervisory Responsibility	Crew Foreman, Transportation Equipment Operator, Crew Worker, City Laborer	Established: Oct 18, 2018 Revision: May 5, 2026

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the transportation operations staff in the design, installation, and maintenance of traffic control devices and public space infrastructure. Duties include: hiring, training, and evaluating staff; handling employee disciplinary actions; providing technical expertise; receiving and resolving complaints and requests made by the public; completing projects; managing department responses during emergencies; and managing the division budget. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Transportation Operations Manager is a stand-alone position.

ESSENTIAL FUNCTIONS: *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Supervises transportation operations staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.

Responsible for building maintenance, which requires keeping a database for warranty repairs and/or for future budgets.

Ensures building is safe and clean for employees, writes SOP when building is restricted, including sanitation of viruses, prioritizes repairs, and oversees the general lot to ensure all areas are secure and locked.

Works with the Fleet Director or staff to schedule vehicles for repair and/or replacement. Oversees billing to ensure it is cost-effective and identifies areas that should be warranted.

Makes recommendations of vehicles and lighting needed for daily work, keeps track of scheduled maintenance, and writes operating procedures for employee compliance.

Acts as the Safety Liaison for the Transportation building, including writing operating procedures, monitoring the work environment, making recommendations to the Safety Director for the building, attending various meetings, overseeing PPE gear, and making purchases for items needed during operations to resolve safety issues.

Manages and provides oversight regarding the implementation and maintenance of a comprehensive transportation operations program, which includes planning, coordinating, administering, and evaluating programs and related projects, processes, procedures, strategic planning, and standards; ensuring compliance with Federal, State, and Local laws, regulations, codes, and/or standards; coordinating activities between multiple service areas; and, working to integrate and coordinate service areas.

Receives, reviews, and initiates work orders. Creates documents using Word, PowerPoint, and Excel in order to train, evaluate, or keep up with data from operations, in order to supply metrics when needed.

Responds to complaints and/or requests for service from the public, internal departments, and/or other applicable individuals or entities.

Directs and supervises emergency response activities related to storms, traffic crashes, floods, and/or other applicable situations; participates in command operations and control during emergency situations.

Prepares and administers division budget, including capital improvement budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Manages the progress and implementation of transportation operations projects. Collaborates with and coordinates activities with other internal departments, citizens, and external agencies.

Participates in/on a variety of meetings, committees, and/or other applicable groups in order to receive and/or convey information.

Provides expert-level support, guidance, and oversight on transportation operations management issues to ensure that all traffic markings, traffic signs, guardrail systems, and traffic control plans, are properly designed, installed, and maintained on traffic operations management issues.

Uses, carries, and answers cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

This position is deemed essential during inclement weather situations, and must report to or remain at work, even when administrative closings are announced, as determined by the Department Head.

DEPARTMENT SPECIFIC DUTIES (if any):

None

MINIMUM QUALIFICATIONS:

Bachelor's Degree in engineering or related field, with a dedicated study in transportation, and three (3) years of experience, including work experience in a role that involved planning, design, deployment, and installation of traffic control devices; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of the Manual on Uniform Traffic Control Devices and municipal transportation operations principles and practices; budgeting principles; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures; construction principles; program management principles; and mathematical and statistical principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; using a computer and related software applications; developing and implementing program goals and objectives; coordinating activities with multiple interested parties; performing mathematical and statistical calculations; analyzing and interpreting a variety of transportation operations data and information; preparing a variety of reports; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies, and procedures.

Skill in developing and monitoring budgets; applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines; managing a comprehensive transportation operations program; and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: Child Sensitive: Dept of Transportation (CDL):

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Revision History: 4/09/25; 10/20/23; 1/25/23