

# **Job Title: TECHNICAL MANAGER III - SUPPORTIVE SERVICES SPECIALIST - IPR#46348**

**Agency :** Department of Transportation

**Closing Date/Time:** 03/21/2023

**Salary:** \$4,765 - \$8,295 Monthly

**Job Type:** Salaried Full Time

**County:** Sangamon

**Number of Vacancies:** 1

**Plan/BU:** NR916 - Protech Teamsters

**This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.**

**All applicants who want to be considered for this position MUST apply electronically through the [illinois.jobs2web.com](http://illinois.jobs2web.com) website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors** employee career portal.**

**Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.**

## **Agency Mission Statement**

The Illinois Department of Transportation is seeking to hire a Supportive Services Specialist.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

## **Job Responsibilities**

This position is accountable for assisting in the implementation and coordination of a comprehensive statewide supportive services program by monitoring and evaluating Supportive Services (SS) consultants' contract performance.

Number of Disadvantaged Business Enterprises (DBE)/SS consultants:	6 - 8 firms statewide
Number of On-the-Job Training (OJT)/SS subrecipients/vendors:	1 subrecipients/8 vendors
Number of DBE firms:	600+

This position reports to the Policy and Supportive Services Unit Manager. There are no subordinates reporting to this position.

The Surface Transportation Act of 1982 and subsequent state legislation led to the department's efforts to develop a multi-modal program designed to ensure participation by DBE and Woman-Owned Business Enterprises (WBE) firms in contracting and general procurement activities. The department is committed to implementing various United States Department of Transportation (USDOT) and state provisions that support participation by DBE/WBE firms in departmental projects. This position is responsible for assisting in the review of the DBE/WBE consultants on a monthly, quarterly, and annual basis.

Typical problems encountered include the timely evaluation of contracts to ensure program efficiency. Other challenges arise in dealing with the public in resolving community outreach issues relating to the Bureau of Small Business Enterprises (SBE) programs.

### **(Job Responsibilities continued)**

The incumbent provides both short- and long-term direction to the statewide SS consultants and assists in the development of criteria to measure effectiveness. The incumbent evaluates each contract on a monthly, quarterly, and annual basis to achieve predetermined goals. The incumbent assists the Policy and Supportive Services Unit Manager in providing assistance to clients as needed and may refer clients to DBE/WBE management or technical assistance consultants for training and/or assistance. The incumbent ensures the DBE/WBE SS consultants provide adequate educational opportunities and other technical and managerial assistance for firms statewide. The incumbent manages the program newsletter to communicate important milestones to program participants. The incumbent conducts periodic field visits to consultant firms to assess program progress. The incumbent attends meetings, workshops, and seminars at the discretion of the Policy and Supportive Services Unit Manager. The incumbent also attends and participates in the SBE's annual conference. The incumbent schedules meetings to resolve issues in a manner consistent with the policies and procedures established by the department. The incumbent prepares reports for submission to the Policy and Supportive Services Unit Manager. The incumbent assists in the planning and implementation of seminars, classes, and presentations that are aimed at improving the technical and management skills of DBE/WBEs. The incumbent arranges for services, catering, refreshments, supplies, equipment, and facilities as necessary to support workshops and/or events. The incumbent manages event set up in WebEx, Eventbrite, E-blasts, C-Vent, and other platforms. The incumbent assists with educating the public on DBE goal achievement, DBE program initiatives, overall achievements, and program status.

The incumbent has general latitude to accomplish his/her accountabilities. The incumbent may receive guidance from the Statewide Contract Compliance Section Manager. This position is constrained by departmental, state, and federal rules and regulations. Matters of a unique nature are referred to the Policy and Supportive Services Unit Manager with recommendations for resolution.

Internally, the incumbent has contact with SBE staff, district contract compliance officers, and technical and management SS consultants. External contacts are with DBE/WBE firms, Illinois Department of Transportation (IDOT) prime contractors and subcontractors, and other state and federal officials who demonstrate an interest in the program, contractor associations throughout the industry, and community organizations. Extensive same-day statewide travel with occasional overnight stays is required.

The effectiveness of this position is measured by the incumbent's ability to consistently and fairly monitor the activities of the DBE/WBE SS consultants for program compliance.

## **Principal Accountabilities**

1. Evaluates, coordinates, and monitors statewide DBE/WBE consultants for program compliance.
2. Coordinates annual Building Blocks workshop series in conjunction with consultants.
3. Assists in developing and coordinating educational programs, seminars, workshops, and newsletters aimed at program promotion and enhancing the technical or management expertise of DBE/WBE firms. Manages the program newsletter to communicate important milestones to program participants.
4. Assists with educating the public on DBE goal achievement, DBE program initiatives, overall achievements, and program status.
5. Assembles periodic and programmatic status reports for IDOT. Functions as a team leader in completing ad-hoc assignments as directed by the Policy and Supportive Services Unit Manager.
6. Reviews and prepares billing summaries for statewide DBE/WBE consultant contracts to the central SBE.
7. Assists in the referral of subcontractors and prime contractors to consultants if assistance is needed.
8. Ensures the availability of plans and specifications in a timely manner and reference materials for both contractors' and consultants' review statewide.
9. Assists in recommending and implementing approved criteria used in evaluating consultant service contacts.
10. Assists in the development, review, and submission of federal quarterly and annual reporting requirements.
11. Arranges for services, catering, refreshments, supplies, equipment, and facilities as needed to support workshops and/or events.
12. Manage the event set up in WebEx, Eventbrite, E-blasts, C-Vent, and other platforms.
13. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
14. Performs other duties as assigned.

## **Qualifications**

### **Position Requirements**

#### •Education/Experience

- Completion of a bachelor's degree majoring in business, marketing, management, communications, or information systems; OR
- Completion of two years of college PLUS two years of experience providing excellence in customer experience and handling sensitive requests in a timely manner via email, phone, and in-person; coordinating events; managing multiple tasks under time constraints; or a combination thereof; OR
- Six years of experience providing excellence in customer experience and handling sensitive requests in a timely manner via email, phone, and in-person; coordinating events; and managing multiple tasks under time constraints; or a combination thereof

#### •Valid driver's license

#### •Extensive same-day statewide travel with occasional overnight stays

### **Position Desirables**

#### •Proficiency in Microsoft Office Suite

#### •Superior verbal and written communication skills to obtain desired results, including adjusting messages for varied audiences

#### •Ability to maintain strict confidentiality in handling materials and sensitive information discretely while exercising tact and diplomacy in dealing with others

#### •Ability to lead, handle, and manage multiple priorities

#### •Effective oral and written communication skills

#### •Ability to work independently and with initiative in completing and coordinating numerous work assignments while meeting multiple deadlines that may change

#### •Ability to manage a high-volume, fast-paced work queue filled with shifting priorities and many simultaneous pieces of work

#### •Ability to work with a team in meeting deadlines

**Work Hours:** 8:00 AM - 4:30 PM Monday - Friday

**Work Location:** 2300 S Dirksen Pkwy Springfield, IL 62764-0001

**Office:** Office of Business and Workforce Diversity/Bureau of Small Business Enterprises

**Agency Contact:** [DOT.CONTACTTHR@ILLINOIS.GOV](mailto:DOT.CONTACTTHR@ILLINOIS.GOV)

**Job Family:** Transportation; Clerical and Administrative Support; Fiscal/Finance/Business

## **APPLICATION INSTRUCTIONS**

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon.

Non-State employees should log in on the using the “View Profile” link in the top right of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the [career portal](#) for State employees and review the [Internal Candidate Application Job Aid](#)

Non-State employees: on [Illinois.jobs2web.com](http://Illinois.jobs2web.com) – click “Application Procedures” in the footer of every page of the website.

The main form of communication will be through email. Please check your “junk mail”, “spam”, or “other” folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- [donotreply@SIL-P1.ns2cloud.com](mailto:donotreply@SIL-P1.ns2cloud.com)
- [systems@SIL-P1.ns2cloud.com](mailto:systems@SIL-P1.ns2cloud.com)