

[Tennessee One-Call System, Inc. \(dba Tennessee 811\)](#)



Damage Prevention Liaison

Base Compensation

- \$45,000 - \$53,000 annual
- Eligible for bonuses, merit increases

Employment Type

- Full-time (salaried exempt)

Work Location

- Remote with extensive in-state travel and infrequent out-of-state travel
- In-office as needed for meetings or resupply

Additional Compensation & Benefits

- Company provided equipment
 - Vehicle
 - Credit card for fuel, vehicle maintenance, and travel expenses
 - Cell phone & computer
- Dental, health, life, and vision insurance
- 401(k) with profit sharing and matching
- Paid holidays
- Paid sick and vacation time

Position Summary

The Damage Prevention Liaison represents Tennessee 811 and its mission of safety for a broad range of stakeholders that includes utility operators, utility locators, professional excavators, private property owners, and public officials. The Liaison works to heighten the level of public safety, reduce injuries and fatalities, protect the environment, and ensure compliance with state and federal regulations by educating stakeholders on the “Call Before You Dig” process. This position is based on a flexible schedule that requires travel within the geographical area of responsibility with frequent overnight stays and availability outside of traditional working hours, including weekends. The ability and discipline to work from home or other remote locations is a key requirement.

Essential Duties and Responsibilities

The Damage Prevention Liaison is responsible and accountable for:

- Identifying and initiating contact with excavators and owners of underground facilities who are not currently participating in the 811 system to explain the benefits derived from use of the system and compliance with the Underground Utility Damage Prevention Act.
- Educating and training stakeholders on the use of 811 by making presentations to small and large audiences, both virtually and in-person.
- Building positive impactful relationships with excavators, locators, utility owner/operators, public safety agencies, and government officials.
- Participating in trade shows, conferences, community festivals, safety meetings, or other relevant events to promote Tennessee 811.
- Evaluating the need for field contact with stakeholders to coordinate action with state laws and regulations.
- Responding to member or other stakeholder concerns related to the 811 call center or process.

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Craig Ingram, Public Awareness Manager: cingram@tennessee811.com

- Seeking opportunities to promote Tennessee 811's message within a designated geographic area.
- Proactive outreach to members and other stakeholders via email and phone contact, and in-person when appropriate or required.
- Willingness to travel extensively within the state for events and to work evenings and weekends when necessary.
- Creating educational content in PowerPoint to support outreach efforts.
- Preparing and submitting timely reports on accomplishments, activities, and expenses.
- Maintaining home internet service capable of performing required administrative functions.
- Maintaining a valid driver's license and safely operating a company vehicle.

The above are representative of the scope and level of duties and responsibilities assigned to this position. As work load and circumstances vary, this position performs, either temporarily or permanently, other duties which are similar or related.

Essential Competencies and Soft Skills

- The ability to engage and persuade through effective communication and leadership.
- Comfort speaking in front of diverse audiences of varying size.
- Customer focused mindset rooted in service and safety.
- Must be a self-starter, capable of working alone, setting priorities and work schedule.

Position Qualification Requirements

- Associate's degree or equivalent work experience.
 - Experience in one or more of the following fields is a plus: utilities, locating, excavation, marketing, or public relations.
- Knowledge of and comfort using Microsoft Office and similar computer applications.
- A clean driving record demonstrating the candidate's ability to responsibly operate a company vehicle.
- Normal physical stamina for regular lifting of chairs, tables, exhibit displays, audio/visual equipment, and boxes of promotional handout inventory.
- The ability to sit or stand for extended periods of time and to safely traverse construction sites or other out-of-office locations for events, meetings, and presentations.

About Tennessee 811

We're the "Call Before You Dig" service for the state of Tennessee – a 501(c)4 nonprofit organization dedicated to preventing damage to underground utilities. Our work keeps our communities connected and safe.

Funding for our mission-driven service is provided by member utility companies operating or maintaining underground facilities throughout the state. We cover all 95 counties in Tennessee and we are the only one-call service in the state.

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