

Franklin County Position Description

Position Title: Operations Major

Department: Sheriff's Office

FLSA Status: Non-Exempt

Reports to: Chief/Sheriff

Effective Date: 6/2/2026

Job Summary:

The Operations Major serves as a senior command officer within the Sheriff's Office and provides direct supervision to four Patrol Supervisors overseeing nine (9) Patrol Deputies. The Major ensures operational efficiency, policy compliance, and effective delivery of law enforcement services throughout the county.

This position oversees patrol operations, implements agency goals and objectives, manages grants and budgets, supervises personnel, and coordinates with municipal, state, and federal partners. The Operations Major exercises command authority in the absence of the Sheriff or Chief Deputy and serves as a liaison with community organizations, the media, and government entities.

Essential Functions:

- Continuously assess division goals and performance in relation to the overall strategic objectives of the Sheriff's Office.
- Represent the Sheriff's Office before the media, community groups, and other agencies as needed.
- Manage and administer federal and state grants, ensuring compliance with all program requirements.
- Foster and maintain effective working relationships with municipal, state, and federal law enforcement partners.
- Participate in interviews, evaluations, and selection processes for new hires and promotional candidates.
- Provide command and leadership during major incidents, serving as Incident Commander when required.
- Oversee disciplinary investigations and make recommendations regarding personnel actions.
- Conduct secondary reviews of vehicle pursuits and all use-of-force incidents; provide recommendations to the Chief Deputy and Sheriff.

- Represent the Sheriff’s Office at public meetings and coordinate with municipalities and special interest groups.
- Ensure all patrol staff maintain required training and certifications, and that staffing levels meet operational needs.
- Work collaboratively with the Criminal Division Lieutenant to develop proactive crime prevention initiatives and to coordinate investigations.
- Prepare administrative and criminal reports; maintain the ability to testify credibly in judicial proceedings.
- Exercise independent judgment and decision-making in all operational, administrative, and emergency response matters.
- Perform significant administrative, fiscal, and strategic management functions, including:
 - a. Monitoring and coordinating with partner agencies to ensure the Pro Suite Records Management System meets operational needs.
 - b. Overseeing the Power DMS platform to ensure policy updates, training records, and communications are properly maintained and accessible.
 - c. Ensuring Maine Crash Reporting System and E-Citation systems function efficiently to support deputies and the public.
 - d. Ensuring patrol units are equipped with functional and up-to-date technical equipment.
 - e. Managing the Power Time Scheduling and Payroll System for accuracy and efficiency.
 - f. Administering the Stone Garden Federal Program budget, ensuring compliance with all federal grant requirements, and supporting interagency operations that enhance regional public safety.
- 24/7 on-call for service as needed.
- Management of the Accreditation process.

Required Knowledge/Skills/Abilities:

Knowledge of:

- Principles and practices of modern law enforcement, including patrol operations, emergency response, and criminal investigations.
- Management and supervisory techniques, including team leadership, personnel development, and performance evaluation.
- Federal, state, and local laws and regulations governing law enforcement practices.
- Budget preparation, fiscal management, and grant administration.
- Public administration principles and intergovernmental coordination.

- Law enforcement technology systems, including RMS, CAD, PowerDMS, and digital evidence platforms.
- Departmental policies, procedures, and accreditation standards.

Skill in:

- Strategic planning, goal setting, and operational assessment.
- Effective oral and written communication, including report preparation and media interaction.
- Leadership and decision-making under pressure or in high-risk situations.
- Conflict resolution, counseling, and maintaining discipline within the chain of command.
- Utilizing data and technology to enhance law enforcement efficiency and accountability.
- Building positive relationships with the public, media, and other agencies.

Ability to:

- Exercise sound judgment, discretion, and integrity in all professional activities.
- Lead, motivate, and evaluate subordinate staff.
- Interpret and enforce laws, regulations, and departmental policies consistently.
- Plan and coordinate multiple complex projects simultaneously.
- Represent the Sheriff's Office effectively in meetings, presentations, and public events.
- Maintain confidentiality and demonstrate a high level of professionalism and ethical conduct.
- Respond to emergencies and assume command authority when necessary.

Education and Experience:

- *Minimum of five (5) years of service as a Law Enforcement Officer, with at least one (1) year of supervisory experience within a law enforcement agency (4) years preferred.*
- *Certified by the Maine Criminal Justice Academy.*
- *Valid Maine driver's license and the ability to meet all agency standards for firearm proficiency and physical fitness.*
- *Above-average computer proficiency is required, including a strong working knowledge of law enforcement databases, digital records systems, and general office software (Microsoft Office Suite or equivalent).*

Physical Requirements:	Percentage of Work Time Spent on Activity			
	0-24	25-49	50-74	75-100
<i>Seeing: Must be able to read computer screens and reports.</i>				x
<i>Hearing: Must be able to hear well enough to receive calls and radio communication.</i>			x	
<i>Standing/Walking: Must be able to move about the department.</i>	x			
<i>Fingering/Grasping/Feeling: Must be able to type and use technical sources.</i>				x
<i>Lifting/Pulling/Pushing: Must be able to lift up to 25 pounds.</i>	x			
<i>Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up paper products or directories.</i>	x			

Working Conditions: The Operations Major works a non-standard schedule and must be available for emergency response, critical incidents, and special assignments as required. Regular contact with the public, other law enforcement agencies, and government officials. May be required to attend evening or weekend meetings, trainings, or community events.

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Employee Signature

Date

Supervisor Signature

Date

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.



Approval Signatures:

Commissioner Carlton

Commissioner Skolfield

Commissioner Fowler

Commissioner Gilbert

Commissioner Saviello