

# Capitola City Council

## Agenda Report



**Meeting:** December 11, 2025

**From:** City Manager & Administrative Services Departments

**Subject:** Police Multi-Service Officer Job Description

---

**Recommended Action:** Approve changing the Community Service Officer job title to Multi-Service Officer and approve the updated job description.

**Background:** The City Council approves significant changes to City job descriptions. Any job description changes to classifications in employee bargaining groups also need to be reviewed by the appropriate bargaining group.

**Discussion:** The FY 2025-26 Budget includes two authorized full-time employees (FTEs) in the Community Service Officer role. Both positions have been vacant since August 2025. While evaluating operational needs, Police Department staff determined the Community Service Officer job description had not been changed since 2011, and that updating the job's title and description would be helpful before recruiting to fill the position.

The proposed Multi-Service Officer job description (Attachment 1) includes clarifying language, modernizing the role's essential duties and responsibilities, and provides a more accurate description of the day-to-day function of this position. Changing the job title to Multi-Service Officer also represents a modernization of the position, which performs a broader set of functions, such as:

- Non-sworn investigative tasks
- Traffic control, evidence processing, or logistics
- Multiple community service needs

In addition, the new job title makes the job more versatile or career-building, avoids confusion with volunteer "community service" programs, and the new title aligns with titles in neighboring jurisdictions. Though not part of an official job series, the current Community Service Officer/Multi-Service Service Officer position can serve as a career track position leading to the Police Officer Trainee and Police Officer positions within the department.

The attached job description includes edits in red to clearly indicate recommended updates.

The Multi-Service Officer classification is represented by the Capitola Police Officers Association (CPOA), and the proposed job description has been reviewed by the CPOA.

**Fiscal Impact:** None. There is no additional anticipated fiscal impact in 2025-26. There are no salary changes.

### Attachments:

1. Proposed Job Description (redlined)

**Report Prepared By:** Chloé Woodmansee, Assistant to the City Manager, Sarah Ryan, Chief of Police

**Reviewed By:** Jim Malberg, Administrative Services Director; Julia Gautho, City Clerk

**Approved By:** Jamie Goldstein, City Manager