



W/C# 1/15/24

OCTOBER 2015
Amended January
2026
FLSA: NON-EXEMPT

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, performs a wide variety of specialized and technical non-sworn law enforcement duties in support of Police Department operations and services including in the areas of patrol, property and evidence processing, code enforcement administration, abandoned vehicle abatement, dispatch relief, outreach activities or other areas as assigned; provides information and assistance to the general public and answers citizen inquiries; and performs a variety of other non-sworn law enforcement, clerical, and administrative functions in support of Police Department services and activities not requiring Peace Officer status.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief of Police, Police Sergeant or Communications Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a specialized non-sworn classification, performing a variety of technical support duties in the Police Department. Assignments are performed in support of the Police Department. Responsibilities are centered on extensive contact with the public over the telephone, in both emergency and non-emergency situations, to receive, transmit, and provide factual information, forms, and reports. All activities must be performed within specified legal guidelines. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing all assignments:

Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies and procedures, and the use of tact and discretion, or directs the caller to the proper individual or agency. Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files; responds to and completes record requests; maintains business owner information for emergency contact.

- Operates and maintains department's communication equipment; troubleshoots issues and requests repairs as needed.
- Monitors and orders office and other related supplies; provides clerical assistance to the Police Chief.
- Maintains logs, data systems and other record management systems.
- Receives and distributes mail.
- Provides translations over the phone or in person for police statements, officer interviews, and as needed.
- Assists with crime prevention education and outreach activities.
- Provides assistance to special events including traffic control, pedestrian control and event management functions.
- Assists in live scan fingerprinting.
- Performs other duties as assigned.

When performing the police dispatcher assignment:

- Relieve the on-duty dispatcher as directed on a short-term basis for breaks or assist them due to a surge in incoming calls or a major incident.
- Receives and evaluates police and emergency calls, and related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police Department operations; provides information and/or transfers calls to the appropriate department, agency, or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and contacting and sending appropriate response unit; provides over-the-phone instruction and assistance for medical emergencies before dispatched personnel arrive.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; accesses and relays warrant information; sends back-up units, as necessary, ensuring the safety of field units.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities; tests and inspects equipment as assigned.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Enters, updates, and retrieves a variety of records from teletype database, including stolen vehicles and property, vehicle registration information, guns and property, and warranted or missing persons.
- Accesses Federal, State, and local law enforcement information databases to obtain information regarding outstanding warrants, criminal history, records information, and vehicle data; relays such information to sworn staff.
- Monitors closed-circuit security cameras and direct emergency alarms; monitors multiple public safety and radio frequencies.
- Prepares and processes parking citations; processes Livescan records; collects and processes fees for reports, dog licenses, Livescan fingerprinting, vehicle release, and citations.
- Maintains and updates subpoena logs.
- Assists walk-in visitors at the front counter; answers questions and provides accurate and appropriate information.
- Assists the Saint Helena Police Department, the Napa County Sheriff, the Calistoga Fire and Public Works Department, and other law enforcement agencies with calls as needed.
- Attends necessary training, shift briefing sessions, and participates in drills and test scenarios to prepare for unexpected emergencies.
- Performs other duties as assigned.

When performing the code enforcement assignments:

- Coordinates and chairs the City's Code Enforcement Team meetings.
- Intakes, verifies and addresses code enforcement complaints.
- Recommends responses to code enforcement complaints to the Chief of Police and Code Enforcement Team.
- Conducts field investigations to determine the extent of a violation, to contact occupants of the property, and gather information to assist in the investigation and follow up enforcement.
- Drafts and issues letters, notices, and responses to code enforcement complaints on behalf of the Code Enforcement Team.
- Coordinates responses to code enforcement with other City departments as well as with other local, county and state allied agencies.
- Communication is done through phone, letters or in person for violations.
- Issues administrative citations and warning letters.

When performing the abandoned vehicle abatement:

- Intakes, verifies and addresses complaints.
- Coordinates police department responses to abandon vehicle complaints and vehicle abatement processes.
- Conducts field investigations to determine the extent of a violation, to contact occupants of the property, and gather information to assist in the investigation and follow up enforcement.
- Develops, maintains and updates policies and procedures.
- Represents the City as the liaison with the Napa County Transportation and Planning Agency (NCTPA).
- Drafts and submits quarterly reports to agencies and seeks appropriate reimbursement.
- Issues parking citations.

When performing the property and evidence processing assignment

- Performs a variety of duties associated with the maintenance and control of Police property and evidence throughout the judicial process.
- Processes evidence as appropriate including to prepare, package and mail drug envelopes, blood/alcohol boxes and fingerprint evidence to the Department of Justice for processing; processes requests for evidence needed for court including to retrieve evidence and properly record the chain of custody.
- Purge all Police property and evidence according to state and local mandates. This may include the preparation of court orders to destroy or return property and/or evidence.
- Give each piece of evidence and property an identification code and a shelf location and record information in databases.
- Attend meetings of the Property and Evidence Technicians on a regular basis.

QUALIFICATIONS

Knowledge of:

- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.

- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one year of experience receiving and processing public service calls in law enforcement or fire agency.

Completion of code enforcement and abandoned vehicle abatement training with certification.

Licenses and Certifications:

Possession of a valid California Driver's License.

Possession of automatic electronic defibrillator training.

Possession of First Responder First Aid and CPR certification.

PHYSICAL DEMANDS

Work is performed in an office environment and in the field. The office environment requires mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the

telephone. Walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The field work requires light to medium physical effort and the agility to inspect temporary, unfinished, construction sites and access points and to participate in special events and field support to officers and walking in operational areas. The position requires operation of a motor vehicle and visits various sites within the city.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors. The office environment may contain moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The outdoor activities employees are exposed to loud noises, cold and hot temperatures and inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

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