

ELIZABETH COSTELLO

1220 S 4th St W. Missoula, MT 59801 • 406-396-3656 • costello.liz@gmail.com

EMPLOYMENT HISTORY

Tasting Room Manager at Western Cider (October 2018 – ongoing)

Missoula, MT

- Manage all aspects of Tasting Room operations, a \$430,000 annual food and beverage operation that provides Montanans with farm-to-glass cider.
- Oversee all Tasting Room staff; including hiring, training, scheduling, ongoing cider and food education, as well as disciplinary circumstances and termination as necessary.
- Representing Western Cider as the public face of the Tasting Room; including serving as the point of contact for Tasting Room events, donations, and customer relationships. Doubled Western Cider's community events, including forming new partnerships with businesses and community organizations as well as new signature events.
- Manage all aspects of bookkeeping for Western Cider's Production and Tasting Room operations; including accounts payable, accounts receivable, deposits, payroll, tax payments, and reconciliation.
- Develop and lead tours of our Tasting Room & Production Facility.
- Manage and develop Western Cider's food program, including inventory, ordering and sourcing, presentation, and education to bartenders for rotating cheese and charcuterie board menus. As well as development of a more robust food program; including menu development, serving as point of contact with the Missoula County Health Department, equipment research and ordering, product sourcing, food costing, and labor projections.
- Develop and implement maintenance and sanitation schedules as well as equipment inventory and ordering.
- Develop new protocols for all staff at Western Cider to maintain effective and healthy operations during covid-19 pandemic.
- Develop and implement new delivery and shipping systems for cider distribution during covid-19 pandemic.

Executive Director at Missoula Urban Demonstration (MUD) Project (September 2015 – October 2018)

Missoula, MT

- Strategic planning, mission implementation, and management of all programs and operations for MUD, a non-profit with the mission of promoting urban sustainable living through resource sharing, hands-on learning, and community engagement.
- Fundraising and development planning, prioritizing, and implementation for a budget of \$130,000; including grant writing and reporting, major donor development, donor appeals, cultivating sponsorships, and event planning. Successfully met organizational fundraising goals in the second year of leadership as a part-time director. Increased organizational budget by 30% over two years.
- Marketing and communications planning, implementation, and oversight; including developing a communications plan, ongoing social media management, website management, writing press releases, publishing regular newsletters, and establishing community partnerships. Management of membership, donor, and volunteer databases as well as an online tool library database.
- Representing the organization as the public face of MUD on site and at events.
- Financial management, oversight, and budget planning. Including grants management and reporting, project management, and strategic expenditures.
- Oversight of a Tool Library that serves over 800 members with 2,000+ tools; including establishing Tool Library policy and procedures, management of Tool Librarians, AmeriCorps VISTA volunteers, at-large volunteers, and ad hoc interns.
- Coordination of site development, including negotiating the purchase of land for site expansion, overseeing site expansion, and improvements to Tool Library infrastructure, development and management of land leases and lease management.
- Development of a non-profit board to accomplish MUD's mission and vision. In particular, targeted recruitment of individuals with needed skill sets and transition planning for board members.
- Development and implementation of a five-year strategic plan in conjunction with a volunteer board of directors.

- Oversight of MUD's events, including a city-wide Earth Day celebration, annual major fundraising events, as well as educational workshops, youth and family educational activities, and community-building mingles.
- Recruiting, management and oversight of interns and youth-to-adult aged volunteers.

Owner of Black Bear Soups LLC

(January 2015 – ongoing) Missoula, MT

- Management of all business operations for a small-scale farm-to-table business offering locally sourced soups & produce at farmers markets and through catering.
- Business plan development and implementation for a small start-up local foods business. Includes financial and marketing planning and management.
- Cultivating community farm partners for agricultural land use, commercial kitchen access, and sourcing of local ingredients. Currently managing 2 sites and conducting all planning and implementation of growing a half-acre of sustainably produced mixed vegetables and flowers.
- Management of SquareSpace online platform and social media channels, including Facebook, and Instagram.
- Adherence to city and county health regulations. Received food safety training with county sanitation, as well as HACCP training through Mission Mountain food processing center.
- Implemented farmers market sales and catering services, including cooking and baking fresh products, set-up, customer service, clean-up, and end-of-day accounting.
- Catered events of 350+ people.
- Marketing annual services and fulfilling holiday orders for dried garlic and flowers in a timely and professional manner.

Independent Contractor for Business Membership Development Program at Organic Seed Alliance (OSA)

(September 2015 – January 2016) Missoula, MT

- Management of OSA's business membership program; including development and implementation of recruitment strategy, solicitation of businesses to join this charter program and commit to annual membership fees, and management of program data.

Caretaker for the Project in Ecological Agriculture and Society (PEAS) Farm

(April 2013 – February 2015) Missoula, MT

Teaching Assistant for the Project in Ecological Agriculture and Society (PEAS) Farm

(Summer 2012, Spring 2013, Fall 2014) Missoula, MT

Teaching Assistant: Environmental Politics and Policy

University of Montana (Fall 2014) Missoula, MT

Administrative Assistant at Zootown Arts Community Center (ZACC)

(October 2011 – June 2012) Missoula, MT

Farm Intern at Clark Fork Organics

(May 2011 – October 2011) Missoula, MT

Field Crew Leader - AmeriCorps Volunteer with Montana Conservation Corps (MCC)

(February 2010 – November 2010) Missoula, MT

AmeriCorps *VISTA (Volunteer in Service to America) with Court Appointed Special Advocates of Montana and CASA – Advocates for Kids

(January 2009 – January 2010) Missoula, MT

KC Jazz Programs Independent Contractor at The John F. Kennedy Center for the Performing Arts

(December 2006, March 2007, January 2008) Washington, DC

Jazz Programming Intern at The John F. Kennedy Center for the Performing Arts
(Fall 2006) Washington, DC

Additional Experience and Activities

Community Food & Agriculture Coalition (CFAC)

Committee Member on Beginning Farmer & Rancher Committee (2018 - ongoing)

Incubator Farm Planning Committee (January 2021 - ongoing)

Alternative Energy Resources Organization (AERO) Board of Directors

Board Secretary, Annual Meeting Committee, Fundraising Committee and Member

(January 2014 – October 2015)

- Developed and oversaw a vision and strategic plan for AERO and implemented this plan while operating without an Executive Director for ten months.
- Assisted with the search and hiring of an Executive Director.
- Donor cultivation and outreach through phone calls, events, direct mailings, and email streams.
- Planned and implemented the 2014 40th Anniversary AERO Annual Meeting and Conference.

Organic Seed Alliance Advocacy and Communications Intern

(August 2013 – December 2014)

- Conducted research on the usage of intellectual property protection on seeds. Developed case studies of utility patents on plant varieties and traits and their impacts to plant breeders, farmers, and consumers based on plant breeder interviews.
- Assisted with implementation for the 2014 Organic Seed Growers Conference.
- Managed seed offerings in the online search tool Organic Seed Finder.

Founder and Organizer of Garden City Lady Arm Wrestlers (January 2012 – October 2017)

Resident at the University of Montana Forum for Living with Appropriate Technology (2013)

Education

Masters of Science in Environmental Studies: Sustainable Food and Farming

The University of Montana, Missoula (MT) 2014

Bachelor of Arts in English: Modern Studies in Music & Literature

The University of Virginia, Charlottesville (VA) 2008

Skills

Sustainable agriculture production. Event planning. Grant writing. Interpersonal and public speaking skills. Trained in community organizing, meeting facilitation, group development dynamics, leadership, and conflict resolution. Yoga Instructor with 200 RYT. Proficient in Microsoft Word programs suite, Google Drive, Sheets, and Word Processor. Experience with QuickBooks financial software, payroll processing, and financial reporting. Experience with Dreamweaver web designer, Wordpress, and SquareSpace web design. ServSafe Manager Certified. TIPS alcohol service certified. Certified in Sensory Analysis of Cider and Perry. Certified Cider Professional Level 1.

Awards

Wiancko Scholarship for Activism, Leonard and Sandy Sargent Environmental Activism and Advocacy Fellowship, Byron and Bernice Dawson Award, Organic Crop Improvement Association Research and Education Scholarship