

Rachel Shields Ebersole

Organized, efficient, and personable program manager and administrator with 13 years of experience leading projects and initiatives. Gifted facilitator; strong written communicator and public speaker. Creative, strategic, and detail-oriented. Unruffled by competing priorities and deadlines.

Skills

Program Management
Project Management
Operations
Facilitation
Community Engagement
Outreach
Meeting & Workshop Design
Events
Communications
Relationship Building

Education

Bachelor of Music, Music Theory and Composition
Furman University, Greenville, SC
Magna cum laude
Study abroad:
Bonn, Germany

Contact

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GROW SoVermont Program Manager & Community Projects Specialist

Brattleboro Development Credit Corporation · 2023–present, Brattleboro, Vermont

- **Program Management:** Develop and implement the newly funded GROW SoVermont relocation and retention program, building regional partnerships; nurturing leads; recruiting volunteers; establishing and tracking program goals and metrics; and continuously improving processes.
- **Communications:** Plan and produce marketing materials for GROW SoVermont and initiatives across the organization.
- **Facilitation & Workshop Design:** Design and facilitate professional development programs and events for community leaders.
- **Events:** Plan, market, and host monthly GROW SoVermont newcomers mixers. Partner on planning and executing annual regional economic development conference and capacity building workshops.
- **Relationship Building:** Develop relationships with potential and recent relocators, helping them find community. Serve as a point of contact and referral hub for external leaders and community project organizers.
- **Community Engagement:** Lead the regional Vital Projects and Emerging Leaders Awards initiatives, managing community outreach and committee review processes, more than doubling the number of submissions and nominations for both while streamlining the review system to reduce committee workload.

Operations Coordinator

Imagine MKE · 2021–2023, Milwaukee, Wisconsin

- **Operations:** Managed daily operations, reporting, scheduling, and logistics for an ambitious arts nonprofit startup focused on public arts funding advocacy and systems change through cross-sector collaboration.
- **Facilitation:** Planned and facilitated 5 to 10 primarily virtual meetings each week with 5 to 20 internal and external team members and followed up to ensure action items were completed.
- **Project Management:** Established systems and processes to overcome silos and enable cross-coordination within the team and across organizations.

General Manager

Urban Office · 2018–2020, Portland, Oregon

- **Operations:** Managed daily operations, budgets, billing, sales, marketing, ordering, inventory, maintenance, and meeting and event scheduling for a 150-member coworking space as the sole paid staff.
- **Program Management & Events:** Hosted events including art shows, book groups, and after-hours concerts and radio plays to build community and elevate citywide awareness of the space.
- **Facilitation:** Designed and facilitated weekly professional growth events.
- **Relationship Building:** Fostered a friendly and collaborative community among coworking members. Significantly increased the diversity of age, race, and ethnicity by implementing a work-trade volunteer program, public events, and intentional outreach to underserved communities.

Editorial Project Manager and Copy Editor *Freelance · 2016–2018, Woodstock, Vermont*

- **Project Management & Communications:** Working with 6–10 clients a year, managed and edited 40–50 book projects a year, keeping projects on time and on budget. Content included everything from organic greenhouse growing books to regional plans.
- **Relationship Building:** Developed new clients and fostered positive and productive relationships with internal and external team members.

Project Editor *Longhill Partners Publishing · 2013–2016, Woodstock, Vermont*

- **Project Management:** Managed production schedules for 15–20 projects a year, shepherding books from manuscript to print, tracking deadlines and dependencies.
- **Communications:** Wrote marketing materials for manuscript projects; copy edited and proofread everything from books to press releases.
- **Relationship Building:** Guided authors through a sometimes difficult process, coaching and following up to ensure results that all parties felt positive about.

Farm Store and CSA Membership Manager *Osage Gardens · 2011–2012, New Castle, Colorado*

- **Operations:** Managed daily store operations and CSA membership program.
- **Relationship Building:** Grew CSA from 40 members to over 200.

Volunteer

- Neighborhood Schoolhouse board secretary, *Brattleboro, Vermont, 2023–present*
- Founding member and community coordinator, Optimist Center coworking, *Woodstock, Vermont, 2017–2018*
- Created “Work Together Tuesdays” coworking pop-ups and the YALHT Club (Young Adults Live Here Too) in Woodstock, Vermont, receiving Sustainable Woodstock’s 2017 Economic Development Award for both efforts

Sample Materials

Community Engagement and Facilitation: Whiteboards from [CEDS project review process](#) and [local leadership focus group](#)

Meeting Design: Internal team values [agenda, handouts, and results](#)

Facilitation and Public Speaking: [Moderating a local leaders panel](#) (video)

Research and Recommendations: Welcoming New Residents [presentation, slides](#), and checklists ([website](#) and [general practices](#))

Communications: “Meanwhile, in Vermont” [relocation newsletter archive](#) and [BDCC blog post archive](#)

Outreach: GROW SoVermont [program flier, job tips](#) and [housing tips](#) handouts

Comments from Coworkers & Clients

“You make being organized fun!” — David Lee, CEO, Imagine MKE

“Kind, peaceful, poised, and calm even when working in a chaotic or loud environment. Great at leading meetings and keeping people on task.”
— Christy Betit, Pipelines and Pathways Program Manager, BDCC

“Rachel is a terrific moderator and facilitator, adept at getting everyone to participate, but also keeping them focused on the material at hand. In her work, she cuts to the chase and gets things done. I love that I can throw a bunch of wildly disorganized but promising ideas her way and then they’ll come back formatted in a way that is digestible. From slide decks to meeting agendas, she’s a master at creating something cogent out of chaos.”
— Meg Staloff, Southern Vermont Economy Project Manager, BDCC

“Rachel is thoughtful and kind. She masterfully moved us through the internal values process with the team, making everyone feel heard and valued.”
— Al Claussen, Real Estate Manager, BDCC

“Friendly, professional, and a great eye! My book was a 500-page behemoth, but Rachel handled it with seasoned ease. No nonsense, no fuss — just great editing, great people skills, great working experience.”
— John Mabry, author and spiritual director

“Rachel was a great support, helping my coauthor and me stay energized even in the final stages of revision. She asked insightful questions, made helpful suggestions, and kept us informed about each step.”
— Kerry Olitzky, author and nonprofit consultant