

## Meet new training coordinator Lena Arbetova

When clients visit the BCCSA training resource website, the bottom of each page says: *"We have staff who can help make your experience as straightforward as possible!"* The newest addition to that staff is Lena Arbetova, who joined the Alliance in March of this year.

Each of the training coordination staff members know every course offering inside and out, so they're ready to take calls and emails on any program. However, Lena's specialty is online training courses, such as Asbestos Control Training, SiteReadyBC, and Every Mind Matters at Work, one of the Alliance's new mental health offerings.

*"I handle any question, from describing course content, to tech support, or purchasing license keys," she says.*

Lena's work history involves positions that require a dedication to customer service and a commitment to problem-solving.

*"I like the balance of handling the organizational and administration side of the training program, and then communicating with people on the phone or by email," she says. "I provide the human touch that irons out any questions or concerns our clients may have."*

When she's not at work, you can find Lena enjoying the offerings at one of the area's sushi restaurants or rollerblading on the Seawall.

*"I like to get outside as often as I can, especially when the summer sun is shining," she says.*