



Jennifer Temple: Working mom heads home

By Anthony Ronzio
Rockland Bureau Chief

ROCKLAND (April 19): Jennifer Temple loved working for MBNA, not so much for the salary or bonuses, but for the fringe benefit of excellent child care. Temple, of Rockland, is a dedicated mom to 2-year-old Lieve and lives on Masonic Street with her husband Brooks.

Advertisement

The logo for DPS Look Construction, with "DPS" in a small font above "Look" in a large, stylized font, and "CONSTRUCTION" in a smaller font below it.	<p><i>Specializing in Vinyl Siding & Roofing</i></p> <p>207-596-1006</p>
---	--

[1]

Temple started at MBNA in November 2003, after moving to the Midcoast from Connecticut. "I was on the phones for a year and a half," she said recently, describing her work experience. "I worked my way up the hierarchy."

At the end of her tenure, when MBNA closed its Rockland Operations Center in March 2005, Temple was a senior member of the phone staff and entrusted to handle the most complex cases with sometimes the least personable credit-card holders.

When March came to a close, however, Temple found herself at a career crossroads: either travel to Belfast and continue working, which would trim her mother-daughter time to ribbons, or take the offered severance and look elsewhere.

She and Brooks had also invested in a fixer-upper home. "Other people were relocating," said Temple. "For me, it was what could I do to stay in Rockland?"

The solution was simple: entrepreneurship. Temple invested in an

industrial clothes washer and dryer, and hundreds of cloth diapers, and started her own business: Buzzie Bee Diaper Service, the only cloth diaper service in Maine north of Portland.

Running around, collecting soiled diapers and delivering fresh ones was a kid-friendly career that Temple and daughter Liefe could do together, she said. Since opening for business in October, her client list has grown to a dozen, bringing her more than half way to her goal of having 20 families after her first year.

Her only competition in Maine, Field o' Flowers in Portland, has about 100 clients; Temple said she hopes to peak at half that. And though she credits post-MBNA courses at state career centers for teaching her the ins and outs of running a small business, she is also quick to admit that her time on the phones was a remarkable education.

Dealing with customers is the same whether face-to-face or talking on the telephone; Temple said her MBNA days taught her customer relations, problem solving and sales techniques that have served her well in the early days of Buzzie Bee.

"The skills I learned there have proven to be invaluable," she said, adding slyly that handling people wasn't the only thing she learned from inside MBNA. "But I am thinking of going credit-card free."

[Close](#)[Print](#)