



ROLE PROFILE

Job Title:	Surveyor, Property Management, Netherlands	Location:	Amsterdam/ Netherlands
Reports to:	Manager, Property Management, Netherlands	Division/Dept:	Property - Continental Europe/ Germany & Netherlands

Summary of the Role's Main Purpose

To actively participate in the service charge budgeting & reconciliation. Support and co-ordinate the daily and yearly activities of the property management department from an administrative stand point and assist the Property Management team with daily activities related to technical issues and customers on site. To provide internal and customer support on planned and reactive maintenance programmes to create and maintain good customer relations. To deal with quotations, invoice and purchase order administration and support the management of maintenance contracts within the portfolio.

Principle Accountabilities

Budget and Service Charge Management

- Supervise and manage portfolio budget, costs and administrative activities by:
 - Participating in the Year Opex/Capex Budget definition.
 - Verifying the correct allocation of property cost.
- Ad hoc queries on property administration tasks (support to service charge reconciliations, insurances claims follow-up and settlement etc).
- Generate and manage of portfolio-related purchase orders.
- Responsible for Service Charge reconciliation and Purchase Orders quotes with invoices.
- Assist with all service charge and Landlord property expenditure including landlord service charge void liabilities.
- Management of all filing of Service Charge Reconciliations for SEGRO Netherlands Customers.
- Assist in preparation and implementation of service charge budgets and monitor and report on expenditure – both planned and unplanned.

Property Management Administration

- To prepare, process and collate purchase orders and invoices as requested.
- Overview and updating of property management tables = follow up of spreadsheet (maintenance contracts with POs numbers, supervision of and updating the contacts database: tenants and suppliers).
- Provide support with both preventive and collective technical maintenance activities
- Support the coordination and monitoring of planning activities involving suppliers and customers, including:
 - Processing supplier and tenant registrations
 - Assisting in the verification of completeness of maintenance documentation
 - Supporting periodic reviews of outstanding notifications and actions



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- Assist in managing the Property Management calendar including scheduling and attending monthly and/or quarterly meetings
 - Invoices process management: to prepare the Tenancy schedule and the main movements of the months and delivering on time indexations and invoicing.
 - Cash collection management: to coordinate with Accounting team, the cash collection and unpaid dunning processes.
 - Provide operational assistance in the use of property management tools and platforms, such as: SkySpark, Collective energy procurement systems, Singu, MRI and Proactis

Team working

- To work alongside with Property Management to get operational issues resolved for customers.
- To work as a team with colleagues in other Departments for refurbishments / pre-let schemes / widening of planning consents.
- Liaise with operations to get operational issues resolved for customers (involves an understanding of service charge changes, applications for alterations, H&S implications).
- Liaise with the Accounting Team as necessary and manage any insolvency proceedings.

Core Areas of Knowledge, Skills & Experience

Essential

- Customer focused with excellent interpersonal skills
- Excellent customer relationship and writing skills
- Ability to work independently and in a team
- Flexible and adaptable approach
- The ability to work as part of a team across various functions
- Accurate with excellent attention to detail
- Structured approach and well organised
- Excellent Word and Excel skills with the ability to learn new IT systems (Proactis, Singu, MRI)
- Business oriented (customer satisfaction)
- Responsible and professional
- Ability to prioritise own workload
- English both written and verbal
- Driver's licence

Desirable

- Financial Experience
- Experience in the (industrial/logistic) real estate industry

Date of completion: June 2025



At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.